PROFILE OF OIL-USING HOUSEHOLDS

IN ONTARIO

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by

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"The views presented in this paper are those of the author and do not necessarily reflect the views of officials of the Department of CCAC
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EXECUTIVE SUMMARY

1. In the last week of February 1984, questionnaires were mailed to 550 Ontario members of the Market Facts of Canada Consumer Mail Panel. All households receiving questionnaires lived in single family homes (excluding condominiums), were responsible for their own heating bills, and had identified themselves in January 1983 as using oil for their main fuel in their principal residence These households were drawn from a panel balanced by population density, household income and age of female head of household. By the first week of April, 420 questionnaires had been returned, of which 407 were usable (74% of the original mailing).

2. Of responding households, 325 (80%) still gave oil as their primary heating fuel. The other 20% had converted from oil: 10 reported wood as their primary fuel but still consumed some oil; 2 reported electricity as their primary fuel but still consumed some oil; 70 no longer used oil at all, of these 39 had converted totally to wood, 16 to electricity, 12 to gas, and 3 to other fuels (solar etc.). Almost half (46%) of the converters lived in rural areas (population less than 5,000). In such areas, 40% of households had converted. In contrast in urban areas (over 500,000 population) only 10% of households had converted.

3. Overall, of those still using oil, half (52%) have no plans for conversion, and the majority (74%) of those reporting conversion plans do not intend to convert within the next 2 years, leaving only 12% of oil-using households planning conversion within the next 2 years. This represents a very major fall in rural conversions -- 40% converted in the last year vs 11% planning conversion over the next two years -- and a quite considerable fall in urban conversions -- 11% having converted in the last year whereas over the next two years only 12% plan conversion. Clearly, future fuel costs and economic conditions may affect the reliability of conversion plans as indicators of actual conversions, but it seems most unlikely that a conversion rate of 20% will continue.

4. Specific barriers to conversion are difficult to identify. Some demographic factors are involved. Households where the head is under 35 years old are much more likely to be planning a conversion (68% vs 42% for older households). Lower income households are less likely to be planning a conversion and obviously households that plan a move within the next 3 years are less likely to be planning conversion. There is evidence that the payback of energy conservation savings is seen as too long (41% of those without conversion plans believe that benefits from conservation are too long-term to be worthwhile vs 24% of those who are planning conversion). Also those not planning conversion are more likely to believe that their money would be better spent on other conservation actions (57% of those without conversion plans vs 27% of those with plans); and that changing heating systems is too much bother (32% vs 15%).

5. However, the stated concern with payback among those not planning a conversion does not necessarily reflect financial realities. There were very few differences between those planning conversions and those not, in the anticipated costs of conversion; either in the basic costs, or in the costs of specific additional items (chimney liner etc.). The basic costs of conversion were fairly well known, and the necessary additional requirements well understood -- although often undercosted. However, on the benefits side, those not planning a conversion in fact reported considerably higher oil usage than those intending to convert: the average household with no conversion plans using 3055 litres of oil since September 1983, those planning to convert in the next two years reported 1738 litres and those planning to convert in over two years, 2873 litres. In practice those not planning convert might well have more to gain than the intending converters.

6. Knowledge of other conversions appears to be a factor in a household's conversion plans. Personal knowledge, and word-of-mouth communication, are frequently found to be factors in the adoption of new products. Those planning to convert were more likely to know someone who had converted, and likely to believe conversion yielded considerably greater benefits. Those planning to convert within two years estimated converters' savings as 24% for gas (12% for electricity); those planning to convert in over two years estimated savings as 16% for gas (8% for electricity); those with no plans as only 11% (7% for electricity). Information on the savings from conversion would appear to be a major factor in persuading oil-users to convert. It is on the potential benefits of conversion that there is most disagreement between those planning to convert and those with no plans.

7. There is evidence that oil-users are sensitive to oil's high cost; concerned about the future cost of oil (32% of those not planning to convert give oil as the most expensive fuel now; 45% believe it will be most expensive in 5 years), and do not particularly like using oil (only 26%, even of those with no plans to convert, claim oil as the fuel they would most like to use).

8. Information on conversion savings made available through consumers' associations would be most effective. But government has considerable credibility (73% overall see government information as reliable in this area), better than heating contractors (51%) and salesmen (31%), somewhat less reliable than consumers' associations (93%) and mass media (80%) and about the same as friends and relatives (69%) and utility and oil companies (67%).

9. Grants for conversion are of course seen as far more attractive than loans. Even if savings were only expected to be 15%, an $800 grant induces 33% of oil users to "definitely" or "probably" convert. As expected, the impact is rather less on those not already planning a conversion, only 19% of those not planning a conversion would convert for such a grant. If 35%

savings were anticipated, 69% of oil-users would definitely or probably convert (50% of those with no conversion plans). The dramatic effect on those without conversion plans of increasing the expected saving from 15% to 35% reinforces the importance of financial savings in conversion decisions.

10. Most respondents (67%) are aware of the COSP program. However, awareness is substantially higher among those planning conversins within 2 years (84% awareness), and a little higher among those planning later conversions (74%). Those without conversion plans are not only less likely to have heard of COSP, but even if they are aware of the program, many (34% of the aware) do not know whether or not they are eligible and some (8% of those aware) believe they are not eligible. Causality here cannot be determined. Intending converters may be more aware of COSP because they have gathered more information on conversions (or been more receptive to the information available), or knowledge of COSP may have led to the conversion plans.

CONTENTS

		Page
Executive Summary		
Section 1:	Introduction	1
Section 2:	Profile of Oil-Using Households	4
Section 3:	Conversion Intentions	23
Section 4:	Conclusions	45
Appendix 1:	Screening Questionnaire, (January 1983)	
Appendix 2:	February 1984 Questionnaire	
Appendix 3:	Other Tabulations	

Tables

Table 1:	Population Density	6
Table 2:	Age	7
Table 3:	Servicing/Repairs	8
Table 4:	Availability of Gas	9
Table 5:	Satisfaction with Heating System	11
Table 6:	CHIP	12
Table 7:	COSP	13
Table 8:	ENERSAVE	14
Table 9:	Ontario Energy Program	15
Table 10:	ENERGUIDE	16
Table 11:	Reliability of Energy Information	17
Table 12:	Characteristics of Fuels	19
Table 13:	Condition of Heating System	20
Table 14:	Energy Opinions and Attitudes	21
Table 15:	Heating Costs	22
Table 16:	Population	25
Table 17:	Household Income	26
Table 18:	Age	27
Table 19:	Age and Condition of Equipment, Oil Usage	28
Table 20:	Moving Plans	30
Table 21:	Availability of Gas	31
Table 22:	COSP	32
Table 23:	Characterisitics of Fuels	33
Table 24:	Fuel Would Use If Replaced Equipment	34
Table 25:	Conversion Costs	35
Table 26:	Knowledge of Others' Conversions	39
Table 27:	Energy Opinions	40
Table 28:	Effectiveness of Loans and Grants	43

SECTION ONE

Introduction

The objective of this research was to obtain a profile of oil-using households in Ontario with particular reference to their demographic characteristics, their knowledge of government energy programs, their attitudes to energy conservation, their intentions to convert their heating systems and the perceived barriers to conversion.

The report is divided in four sections. Section 1 outlines data collection procedures. Section 2 compares households who have converted away from oil as their principal heating fuel with those still using oil. Section 3 examines conversion intentions of households currently using oil. Section 4 presents conclusions.

Throughout, only key results are presented in the main text. Comments and discussion in the main text refer to findings that are significant and important. Detailed tabulations are presented in Appendix 3. All comparisons discussed in the main text are statistically significant at the 5% level (using two-tailed tests) unless otherwise noted.

Data Collection

1. In the last week of February 1984, questionnaires were mailed to 550 Ontario members of the Market Facts of Canada Consumer Mail Panel. All households receiving questionnaires lived in single family homes (excluding condominiums), were responsible for their own heating bills, and had identified themselves in January 1983 as using oil for their main fuel in their principal residence (see Appendix 1 for the January 1983 questionnaire). These households were drawn from a panel balanced by population density, household income and age of female head of household. Market Facts' experience with panels balanced on these attributes has been that they closely resemble random samples of the Canadian population.

The February 1984 questionnaire appears in Appendix 2.

2. By the first week of April, 420 questionnaires had been returned, of which 407 were usable (74% of the original mailing).

3. Of responding households, 325 (80%) still gave oil as their primary heating fuel; 10 reported wood as their primary fuel but still consumed some oil; 2 reported electricity as their primary fuel but still consumed some oil. The remaining 70 (17%) no longer used oil at all. Of these 39 had converted totally to wood, 16 to electricity, 12 to gas, and 3 to other fuels (solar etc.).

SECTION TWO

Profile of Oil-Using Households

1. The design of this study specifically excluded a control or comparison group, i.e. there was no attempt to contact a comparable sample of non-oil-using households. As a result, although tabulations of the characteristics of oil-using households are provided, they are difficult to interpret as we have no benchmark of non-oil-using or even randomly selected households from a comparable population. Statistics Canada data is not published for single family homes who are responsible for their own heating bills.

2. In the tabulations the sample is broken by "Primary Heating Fuel Remains Oil" and "Primary Heating Fuel No Longer Oil". This in effect allows comparisons between households who used oil as their primary fuel in January 1983 and still used oil as their primary fuel in February 1984, and households who used oil as their primary fuel in January 1983 and switched away from oil as a primary fuel by February 1984. This latter group is not a random sample of non-oil-using households, but a group of converters from oil.

3. A complete profile of oil-using households appears in Appendix 3. Major differences between those still using oil and those who have now switched from oil are as follows:

	PRIMARY HEATING FUEL		
	Remains Oil	No Longer Oil	TOTAL SAMPLE
POPULATION DENSITY			
Under 5,000	56 (60%)	38 (40%)	94(100%)
5,000 to 29,999	30 (83%)	6 (17%)	36(100%)
30,000 to 499,999	74 (79%)	20 (21%)	94(100%)
Over 500,000	165 (90%)	18 (10%)	183(100%)
	325 (80%)	82 (20%)	407(100%)

TABLE ONE

Population Density: conversion from oil is much more prevalent in rural areas. The sample included 94 households from areas with a population of under 5,000 who had used oil in January 1983. By February 1984 38 (40%) had converted from oil. In contrast of 183 households sampled in urban areas (over 500,000 population) only 18 (10%) had converted from oil. (For a more detailed tabulation see Appendix 3 Table A.1).

	PRIMARY HEATING FUEL		
	Remains Oil	No Longer Oil	TOTAL SAMPLE
AGE			
Under 34 years	56 (61%)	36 (39%)	92(100%)
35 to 44 years	71 (82%)	16 (18%)	87(100%)
45 to 64 years	136 (84%)	25 (16%)	161(100%)
65 years and over	62 (93%)	5 (7%)	67(100%)
	325	82	407

TABLE TWO:

Age: conversion from oil is more prevalent amongst younger respondents. Of the 92 respondents aged under 34, 36 (39%) had converted. Of the 228 respondents aged over 45, 30 (13%) had converted; of the 67 respondents aged over 65, only 5 (7%) had converted (see Table A.2).

	PRIMARY HEATING FUEL		
	Remains Oil	No Longer Oil	TOTAL SAMPLE
SERVICING IN LAST TWO YEARS			
Not serviced	22 (7%)	38 (46%)	60
Serviced	303 (93%)	44 (54%)	87
	325(100%)	82(100%)	407
Average Cost of Servicing	$45	$46	$45
REPAIRS (NOT ROUTINE SERVICING) IN LAST TWO YEARS			
Not repaired	264 (81%)	72 (88%)	336
Repaired	61 (19%)	10 (12%)	71
	325(100%)	82(100%)	407
Average Cost of Repairs	$89	$148	$99

TABLE THREE:

Servicing/Repairs to Heating Equipment: households who had converted were less likely to have serviced their equipment in the last 2 years (presumably because it was new). 44 (54%) of converters and 303 (93%) of non-converters had serviced their equipment within the last 2 years. For both groups the average cost of servicing was $45-$46.

Similarly only 10 (12%) of converters and 61 (19%) of non-converters had repaired their equipment within the last 2 years (this difference is not significant a the 5% level). However the average cost of repairs was higher for converters ($148 vs $89). Presumably these repairs were made to the heating equipment used before conversion.

	PRIMARY HEATING FUEL		
	Remains Oil	No Longer Oil	TOTAL SAMPLE
AVAILABILITY OF GAS			
House connected to Natural gas	37 (11%)	17 (21%)	54 (13%)
House connected or Gas on street	225 (69%)	38 (46%)	263 (65%)
House connected or Gas on street or Gas in community	252 (78%)	48 (59%)	300 (74%)
Gas not available	69 (21%)	33 (40%)	102 (25%)
Not stated	4 (1%)	1 (1%)	5 (1%)
	325(100%)	82(100%)	407(100%)
EXPECTING GAS (base: gas not available)			
Within 5 years	6 (9%)	3 (9%)	9 (9%)
In over 5 years	7 (10%)	1 (3%)	8 (8%)
Never	22 (32%)	16 (48%)	38 (37%)
Don't know	34 (49%)	13 (39%)	47 (46%)
	69(100%)	33 (99%)	102(100%)

TABLE FOUR:

Availability of Gas: households who had converted were more likely to have a gas connection to their home. 17 (21%) of converters had a gas connection vs 37 (11%) of non-converters.

However if we look at a slightly broader measure of gas availability the situation reverses: 225 (69%) of non-converters and 38 (46%) of converters have <u>either</u> a gas connection to their home or at least gas available on the street. This suggests that for the sample as a whole, gas availability is <u>not</u> a major determinant of conversion.

Households where gas was not available even within the community -- 69 (21%) of non-converters and 33 (40%) of converters -- had little expectation of gas becoming available; overall only 9 of these 102 households expected gas to become available within the next 5 years.

The lack of importance of gas availability can be explained by the high proportion of wood-conversions. As noted in Section 1 49 of the converters (60%) report wood as their primary heating fuel. It is not the availability of gas alone, but the availability of <u>alternative fuels</u> that is important. For rural households the alternative fuel may be wood.

	PRIMARY HEATING FUEL		
	Remains Oil	No Longer Oil	TOTAL SAMPLE
"SATISFACTION WITH PRIMARY HEATING SYSTEM"			
Very satisfied	104 (32%)	49 (60%)	153 (38%)
Satisfied	149 (46%)	24 (29%)	173 (43%)
Neither satisfied nor dissatisfied	46 (14%)	6 (7%)	52 (13%)
Dissatisfied	25 (8%)	1 (1%)	26 (6%)
Very dissatisfied	1 (0%)	2 (2%)	3 (1%)
	325(100%)	82(100%)	407(100%)

TABLE FIVE:

Satisfaction with Primary Heating System: as expected households who have converted tend to be much more satisfied with their existing heating system. 49 (60%) of converters are "very satisfied" vs 104 (32%) of non-converters. Clearly this could be the result of converters' equipment being newer and more efficient, or simply dissonance reduction (converters seeking to justify their conversion decision).

Overall, the reported level of satisfaction is high: 81% of the total sample were "very satisfied" or "satisfied" with their primary heating system. Only 6% were "dissatisfied" and only 1% "very dissatisfied".

	PRIMARY HEATING FUEL		
	Remains Oil	No Longer Oil	TOTAL SAMPLE
CHIP			
AWARENESS			
Never Heard of CHIP	11 (3%)	2 (2%)	13 (3%)
Heard of CHIP	314 (92%)	80 (98%)	394 (97%)
	325(100%)	82(100%)	407(100%)
ELIGIBLITY (base: those aware)			
Think Eligible for CHIP	234 (75%)	56 (70%)	290 (74%)
Think Ineligible for CHIP	35 (11%)	17 (21%)	52 (13%)
Don't Know	45 (14%)	7 (9%)	52 (13%)
	314(100%)	80(100%)	394(100%)
USAGE (base: those aware)			
Used CHIP	155 (49%)	35 (44%)	190 (48%)
Not Used CHIP	159 (51%)	45 (56%)	204 (52%)
	314(100%)	80(100%)	394(100%)

TABLE SIX: CHIP

CHIP: This had the highest awareness of the programs tested. Overall 97% of the sample claimed awareness; 74% of those aware believed they were eligible for the program; and 48% of those aware had actually used the program. Converters were even more likely to be aware of the program; slightly more likely to know their eligibility (9% of aware converters and 14% of aware non-converters did not know if they were eligible or not, not significant at the 5% level); but more likely to think themselves ineligible (amongst aware converters 21% thought themselves ineligible, for non-converters the figure is 11%); converters were no more likely to have used the program (see also Table A.6).

	PRIMARY HEATING FUEL		
	Remains Oil	No Longer Oil	TOTAL SAMPLE
COSP			
AWARENESS			
Never Heard of COSP	110 (34%)	17 (21%)	127 (31%)
Heard of COSP	215 (66%)	65 (79%)	280 (69%)
	325(100%)	82(100%)	407(100%)
ELIGIBILITY			
(base: those aware)			
Think Eligible for COSP	151 (70%)	49 (75%)	200 (71%)
Think Ineligible for COSP	13 (6%)	9 (14%)	22 (8%)
Don't Know	51 (24%)	7 (11%)	58 (21%)
	215(100%)	65(100%)	280(100%)
USAGE			
(base: those aware)			
Used COSP	13 (6%)	37 (57%)	50 (18%)
Not Used COSP	202 (94%)	28 (43%)	230 (82%)
	215(100%)	65(100%)	280(100%)

TABLE SEVEN: COSP

COSP: This had the second highest awareness of the programs tested. Overall 69% of the sample were aware; 71% of those aware believed they were eligible; and 18% of those aware had used the program. As expected amongst converters, awareness was higher (79% vs 66%); eligibility was better known (11% of aware converters did not know their eligibility vs 24% of aware non-converters). A higher proportion of aware converters felt they were ineligible for the program.

Looking at the non-converters, i.e. households that still use oil as their primary heating source and so are eligible for COSP, 110 (34%) have never heard of the program; of those who are aware, 51 (24% of those aware) do not know their eligibility, and a further 13 (6%) think they are ineligible. 13 households who report oil as their primary heating source do claim to have used the COSP program(see also Table A.7).

	PRIMARY HEATING FUEL		
	Remains Oil	No Longer Oil	TOTAL SAMPLE
ENERSAVE			
AWARENESS			
Never Heard of ENERSAVE	174 (54%)	41 (50%)	215 (53%)
Heard of ENERSAVE	151 (46%)	41 (50%)	192 (47%)
	325(100%)	82(100%)	407(100%)
ELIGIBILITY (base: those aware)			
Think Eligible for ENERSAVE	89 (59%)	28 (68%)	117 (61%)
Think Ineligible for ENERSAVE	3 (2%)	1 (2%)	4 (2%)
Don't Know	59 (39%)	12 (29%)	71 (37%)
	151(100%)	41(100%)	192(100%)
USAGE (base: those aware)			
Used ENERSAVE	22 (15%)	14 (34%)	36 (19%)
Not Used ENERSAVE	129 (85%)	27 (66%)	156 (81%)
	151(100%)	41(100%)	192(100%)

TABLE EIGHT: ENERSAVE

Enersave: Third highest awareness, this program was known by 47% of the sample; although of those aware, 37% did not know their eligibility and only 19% had used the program.

Converters were much more likely to have used this program but cell sizes are small: 14 (34%) of aware converters vs 22 (15%) of aware non-converters had used the program (see Table A.8).

	PRIMARY HEATING FUEL		
	Remains Oil	No Longer Oil	TOTAL SAMPLE
ONTARIO ENERGY PROGRAM			
AWARENESS			
Never Heard of Ontario Energy Program	195 (60%)	46 (56%)	241 (59%)
Heard of Ontario Energy Program	130 (40%)	36 (44%)	166 (41%)
	325(100%)	82(100%)	407(100%)
ELIGIBILITY (base: those aware)			
Think Eligible for Ontario Energy Program	50 (38%)	16 (44%)	66 (40%)
Think Ineligible for Ontario Energy Program	6 (5%)	2 (6%)	8 (5%)
Don't Know	74 (57%)	18 (50%)	92 (55%)
	130(100%)	36(100%)	166(100%)
USAGE (base: those aware)			
Used Ontario Energy Program	8 (6%)	4 (11%)	12 (7%)
Not Used Ontario Energy Program	122 (94%)	32 (89%)	154 (93%)
	130(100%)	36(100%)	166(100%)

TABLE NINE: ONTARIO ENERGY PROGRAM

Ontario Energy Program: Overall awareness was 41%; of those aware, 55% did not know their eligibility and only 7% claimed to have used the program (see Table A.9).

	PRIMARY HEATING FUEL		
	Remains Oil	No Longer Oil	TOTAL SAMPLE
"ENERGUIDE"			
AWARENESS			
Never Heard of ENERGUIDE	213 (66%)	57 (70%)	270 (66%)
Heard of ENERGUIDE	112 (34%)	25 (30%)	137 (34%)
	325(100%)	82(100%)	407(100%)
USAGE (base: those aware)			
Used ENERGUIDE	20 (18%)	9 (36%)	29 (21%)
Never Used ENERGUIDE	92 (82%)	16 (64%)	108 (79%)
	112(100%)	25(100%)	137(100%)

TABLE TEN: ENERGUIDE

Energuide: Overall awareness was 34%. However only 29 (21% of those aware) recalled using the program. Usage was a considerably higher amongst converters but cell sizes are very small (see Table A.10).

The other programs tested had lower awareness. Heatsave 27%, Voluntary Energy Conservation Communication Program 10%, and ENCONS 4%. ENCONS is a fake program inserted to investigate yeasaying behavior -- in fact only 15 respondents claimed awareness, no one knew their eligibility and no one claimed usage! (see Appendix 3 Table A.11 - A.13).

	PRIMARY HEATING FUEL		
	Remains Oil	No Longer Oil	TOTAL SAMPLE
"RELIABILITY AS A SOURCE OF INFORMATION ON ENERGY"			
CONSUMERS' ASSOCIATIONS			
Reliable	288 (93%)	78 (96%)	366 (93%)
Unreliable	23 (7%)	3 (4%)	26 (7%)
MASS MEDIA			
Reliable	247 (80%)	63(79%)	310(80%)
Unreliable	62(20%)	17(21%)	79(20%)
GOVERNMENT			
Reliable	218 (71%)	65 (80%)	283 (73%)
Unreliable	90 (29%)	16 (20%)	106 (27%)
FRIENDS AND RELATIVES			
Reliable	214 (70%)	53 (65%)	267 (69%)
Unreliable	93 (30%)	29 (35%)	122 (31%)
UTILITY AND OIL COMPANIES			
Reliable	200 (65%)	55 (71%)	255 (67%)
Unreliable	106 (35%)	22 (29%)	128 (33%)
EQUIPMENT MANUFACTURERS			
Reliable	160 (53%)	42 (53%)	202 (53%)
Unreliable	142 (47%)	37 (47%)	179 (47%)
PRIVATE HEATING CONTRACTORS			
Reliable	160 (52%)	37 (46%)	197 (51%)
Unreliable	145 (48%)	44 (54%)	189 (49%)
RETAIL SALESPEOPLE			
Reliable	92 (31%)	28 (35%)	120 (31%)
Unreliable	209 (69%)	53 (65%)	262 (69%)

[Reliable combines "Very" and "Quite" reliable; unreliable combines "Very" and "Quite" unreliable. All percentages are calculated over respondents providing a rating for that source. Appendix 3 Table A.14 provides complete tabulations].

TABLE ELEVEN:

Reliability of Energy Information:

Consumer associations are seen as by far the most reliable source (33% rate them "very reliable", 60% "quite reliable"). Government, oil and utility companies, and friends and relatives are all seen as similar reliabiity with 62-69% giving "very" or "quite" reliable ratings. Converters tend to give slightly but not significantly better ratings to government (80% of converters vs 71% of non-converters feel that government is a "very" or "quite" reliable source of information). Overall 60% or

respondents see retail salespeople as unreliable sources of energy information (see also Table A.14).

	PRIMARY HEATING FUEL		
	Remains Oil	No Longer Oil	TOTAL SAMPLE
CHARACTERISTICS OF FUELS			
Oil Is:			
most expensive fuel	38%	62%	43%
most expensive in 5 years	56%	67%	58%
least efficient	11%	34%	16%
least like to use	6%	24%	9%
fuel which Canada has least supply of	63%	62%	63%
least expensive	9%	1%	7%
least expensive in 5 years	10%	12%	11%
least dangerous	30%	15%	27%
most efficient	19%	6%	16%
cleanest	3%	2%	3%
most like to use	17%	0%	14%
fuel which Canada has greatest supply of	5%	10%	6

TABLE TWELVE

Characteristics of Fuels: converters and non-converters differ considerably in their perceptions of oil as a heat source. As expected in almost every case, converters have a less favourable image of oil. This is particularly apparent in terms of current cost, efficiency, safety, and liking. Interestingly, in terms of future cost, and supply, there is much less difference between the two groups, the majority even of current oil-users believe that oil will be the most expensive fuel in 5 years and believe that oil is the fuel of which Canada has least supply. Very few of either group believe oil to be the cleanest fuel (overall 85% believe electricity is the cleanest fuel).

	PRIMARY HEATING FUEL		
	Remains Oil	No Longer Oil	TOTAL SAMPLE
CONDITION OF PRIMARY HEATING SYSTEM			
Expect Many Years of Trouble-Free Operation	62 (19%)	40 (49%)	102 (25%)
Work Well for Many Years with Minor Repairs	172 (53%)	35 (43%)	207 (51%)
Need Major Repairs in a Few Years	72 (22%)	3 (4%)	75 (18%)
Need Replacing in Next Year	16 (5%)	3 (4%)	19 (5%)
Not Stated	3 (1%)	1 (1%)	4 (1%)
	325(100%)	82(100%)	407(100%)

TABLE THIRTEEN

Condition of the Heating System:

Obviously converters, having newer equipment, are much more likely to expect many years of trouble-free operation from their equipment. 27% of oil-users expect their equipment to require major repair in the next few years or replacement in the next year.

	PRIMARY HEATING FUEL		
	Remains Oil	No Longer Oil	TOTAL SAMPLE
ENERGY OPINIONS AND ATTITUDES			
% "Strongly" or "Mildly" Agree:			
I do more than my fair share to save energy	59%	75%	62%
The savings from energy conservation would soon more than cover the initial cost	41%	50%	45%
I think the benefits from energy conservation are too long-term to make it worthwhile for me	31%	14%	28%
I feel I should do something to reduce my energy costs but I keep putting it off	28%	13%	25%
Changing my heating system is just too much bother	23%	10%	21%

[for details see Appendix 3 Table A.17].

TABLE FOURTEEN

Energy Opinions and Attitudes: A complete tabulation of energy opinion and attitude items appears in Appendix 3 Table A.17. However the items listed above are those on which differences are most marked. All except the 'savings from energy conservation would soon more than cover cost' are significant at the 5% level. As expected converters show more favourable attitudes towards conservation, perceive themselves more as conservers, and are less likely to feel that changing heating systems is too much bother. These differences are difficult to interpret in that causality is unclear. We do not know converters' attitudes prior to their conversion and the differences we now observe could well be the result rather than the cause of conversion.

PRIMARY HEATING FUEL

	Remains Oil	No Longer Oil	TOTAL SAMPLE
HEATING COSTS			
Average heating cost since Sept. 1983	$705	$456	$655
N	317	79	396
WOOD USERS ONLY			
Average heating cost since Sept. 1983		$328	
N		37	
NON-WOOD, NON-OIL ONLY			
Average heating cost since Sept. 1983		$597	
N		32	

TABLE FIVETEEN

Heating Costs:

Converters report, on average, heating costs of $456 since September 1983; non-converters report an average $700.

This difference is the partly result of the wood converters many of who estimate their heating costs as zero. Wood users on average report heating costs of $328 p.a. Those not using wood and not using oil report $597.

SECTION THREE

Conversion Intentions

This section examines the variables associated with intention to convert. Question 12a) asked:

> "Some people have considered changing their heating system to use a different fuel. Have you considered converting your heating system to a different fuel?"

Responses were as follows:

	n	%
Yes I plan to convert in the next 6 months	8	2
Yes I plan to convert in the next 7-11 months	3	1
Yes I plan to convert in the next 12-24 months	27	7
I will probably convert but not in the next 2 years	115	28
I have no plans to convert	169	42
I have had the system in this house converted	80	20
Not stated	5	1

In fact, 8 respondents who did not report having converted no longer used oil as their primary heating fuel: 6 used wood with subsiduary use of oil, 2 used electricity with subsiduary use of oil (Appendix Table A.36). These respondents were excluded from the following analyses as their primary heating fuel was no longer oil. Having excluded respondents who had already converted and/or reported oil was no longer their primary heating fuel, the scale was collapsed into three categories: "plan to convert within 2 years" (n=37), "probably convert but not in the next 2 years" (n=112), "no plans to convert" (n=165).

Further tabulations appear in Appendix 4. Key variables of interest are:

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	Plan to Convert Within 2 Years	Probably Convert But Not in Next 2 Years	No Plans to Convert	TOTAL
POPULATION DENSITY				
Rural and Under 5,000	6 (11%)	14 (26%)	33 (62%)	53 (99%)
5,000 to 99,999	4 (7%)	28 (50%)	24 (43%)	56 (100%)
100,000 to 499,9999	8 (19%)	11 (26%)	23 (55%)	42 (100%)
over 500,000	19 (12%)	59 (36%)	85 (52%)	163 (100%)

TABLE SIXTEEN

Population Density: this was a key variable in explaining actual conversions and it plays some role in explaining intentions. Residents of major urban areas (over 500,000 population) although less likely to have converted are a little more likely to intend to convert in the future than residents of rural and under 5,000 population areas (48% vs 37%). But cell sizes are small and this difference is not significant at the 95% level (see also Table A.18).

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	Plan to Convert Within 2 Years	Probably Convert But Not in Next 2 Years	No Plans to Convert	TOTAL
HOUSEHOLD INCOME				
Under $20,000	4 (5%)	19 (22%)	64 (74%)	87(100%)
$20,000 and over	33 (15%)	93 (41%)	101 (44%)	227(100%)

TABLE SEVENTEEN

Income: there is some income effect. Households with a family income of over $20,000 are almost twice as likely to be planning a conversion (56% plan to convert some time, vs 27% of lower income households).

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	Plan to Convert Within 2 Years	Probably Convert But Not in Next 2 Years	No Plans to Convert	TOTAL
AGE OF RESPONDENT				
Under 35	6 (11%)	31 (58%)	16 (30%)	52 (99%)
35 to 64	26 (13%)	70 (35%)	105 (52%)	201 (100%)
65 and over	5 (8%)	11 (18%)	44 (73%)	60 (99%)

TABLE EIGHTEEN

Age: again older respondents are less likely to be contemplating conversion. Of those under 35, 69% plan a conversion some time (11% within 2 years); for 35-64 year olds, 48% plan to convert some time (13% within 2 years); of those over 65, 26% intend to convert (8% within 2 years).

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	Plan to Convert Within 2 Years	Probably Convert But Not in Next 2 Years	No Plans to Convert	TOTAL
*AGE PRIMARY HEATING UNIT				
Average age	23	18	18	19
YEAR MOVED INTO HOUSE				
Year	1966	1970	1963	1966
YEARS OIL USED				
Average years	17	14	21	18
CONDITION PRIMARY HEATING UNIT				
Expect many years trouble free	3 (5%)	16 (27%)	40 (68%)	59 (100%)
Work well many years with minor repair	6 (4%)	64 (38%)	97 (58%)	167 (100%)
Need major repairs in few years	19 (26%)	28 (39%)	25 (35%)	72 (100%)
Need replacing in few years	9 (60%)	4 (27%)	2 (13%)	15 (100%)
	37	112	164	313

TABLE NINETEEN(continued)

	HOUSEHOLDS WHO HAVE NOT YET CONVERTED			
	Plan to Convert Within 2 Years	Probably Convert But Not in Next 2 Years	No Plans to Convert	TOTAL
SATISFACTION WITH PRIMARY HEATING SYSTEM				
Satisfied	23 (9%)	78 (32%)	144 (59%)	245
Neither satisified nor dissatisfied	6 (14%)	20 (45%)	18 (41%)	4
Dissatisfied	8 (32%)	14 (56%)	3 (12%)	25
	37	112	165	314
LITRES OF OIL USED FOR HEATING SINCE SEPT 1983				
Average Litres used	1738	2873	3055	2821

TABLE NINETEEN (continued)

Age and Condition of Equipment: However, those planning to convert within 2 years do have older heating units (23 years vs 18). Similarly those planning to convert are more likely to be dissatisfied with their heating equipment: 88% of the dissatisfied intend to convert some time, vs 41% of the satisfied (see also Tables A.25 and A.26).

Oil Used: oil used does not affect plans to convert. Those with no plans to convert in fact report the greatest oil consumption (3055 litres since September 1983), those with plans to convert but not within 2 years report slightly, but not significantly, less (2873 litres) while those intending to convert within 2 years report significantly less oilusage (1738 litres)! (See also Table A.27).

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	Plan to Convert Within 2 Years	Probably Convert But Not in Next 2 Years	No Plans to Convert	TOTAL
PLAN MOVE IN NEXT THREE YEARS				
Plan to move	9 (14%)	14 (22%)	41 (64%)	64
No plans	28 (11%)	94 (38%)	124 (50%)	246
Don't know		4(100%)		4
	37	112	165	314

TABLE TWENTY

Plan to Move: households who plan to move within 3 years are understandably less likely to be planning conversions (particularly at the over 2 years horizon).

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	Plan to Convert Within 2 years	Probably Convert But Not in Next 2 years	No Plans to Convert	TOTAL
AVAILABILITY OF GAS				
House connected to Gas	6 (17%)	12 (33%)	18 (50%)	36
House connected or Gas on street	25 (11%)	78 (36%)	15 (53%)	218
House connected or Gas on street or Gas in community	27 (11%)	89 (36%)	128 (52%)	244
Gas not available	8 (12%)	23 (35%)	35 (53%)	66
EXPECT GAS (base: gas not available)				
Sometimes	1 (8%)	12 (92%)		13
Never	3 (15%)	2 (10%)	15 (75%)	20
Don't Know	4 (12%)	9 (27%)	20 (61%)	33
	8	23	35	66

TABLE TWENTY-ONE

Availability of Natural Gas: whether gas is available in the community or not has no effect on conversion intentions. However those who never expect gas to become available are less likely to be planning conversion but cell sizes are small (see also Table A.28).

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	Plan to Convert Within 2 Years	Probably Convert But Not in Next 2 Years	No Plans to Convert	TOTAL
COSP				
AWARENESS				
Never heard of COSP	6 (16%)	29 (26%)	70 (42%)	105 (33%)
Heard of COSP	31 (84%)	83 (74%)	95 (58%)	209 (67%)
	37(100%)	112(100%)	165(100%)	314(100%)
ELIGIBILITY (base: those aware)				
Think eligible for COSP	26 (84%)	65 (78%)	55 (58%)	146 (70%)
Think ineligible for COSP	2 (6%)	2 (2%)	8 (8%)	12 (6%)
Don't know	3 (10%)	16 (19%)	32 (34%)	51 (24%)
	31(100%)	83 (99%)	95(100%)	209(100%)
USAGE (base: those aware)				
Used COSP	0	2	7	9
Not used COSP	31	81	88	200
	31	83	95	209

TABLE TWENTY-TWO

COSP: those intending to convert are more likely to be aware of COSP. Awareness is 84% amongst those expecting to convert in 2 years; less, but not significantly less, (74%) amongst those planning a conversion some time and significantly lower (58%) amongst those with no plans to convert. Similarly perceived eligibility for COSP declines with declining intention to convert, but cell sizes are small. 84% of those aware of COSP and planning a conversion within 2 years, 78% of those aware of COSP and planning a conversion some time and only 58% of those aware of COSP with no conversion plans believe themselves to be eligible for COSP (see Table A.29).

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	Plan to Convert Within 2 Years	Probably Convert But Not in Next 2 Years	No Plans to Convert	TOTAL	
CHARACTERISTICS OF FUELS					
Oil Is:					
most expensive fuel	43%	46%	32%	38%	
most expensive in 5 years	54%	73%	45%	56%	
least efficient	8%	19%	6%	11%	
least like to use	5%	7%	3%	5%	
fuel which Canada has least supply of	59%	75%	55%	63%	
least expensive	5%	4%	13%	9%	
least expensive in 5 years		5%	4%	17%	11%
least dangerous	24%	26%	35%	30%	
most efficient		8%	32%	19%	
cleanest			7%	3%	
most like to use	8%	7%	26%	17%	
fuel which Canada has greatest supply of		2%	9%	5%	

TABLE TWENTY-THREE

Characteristics of Fuels: As expected, those who have no plans to convert tend to perceive oil rather more favourably. However a substantial proportion even of those with no plans to convert perceive oil fairly negatively: i.e. only 26% of those with no plans to convert actually report oil as the fuel they would most like to use (46% would most prefer electricity). Overall, only 9% of oil-users (13% of those with no conversion plans) believe that oil is the cheapest fuel now (47% give wood as cheapest) and 27% believe that electricity will be least expensive in the future (for details see Appendix 3 Table A.30).

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	Plan to Convert Within 2 Years	Probably Convert But Not in Next 2 Years	No Plans to Convert	TOTAL
FUEL WOULD USE IF REPLACED EQUIPMENT				
Oil		1 (1%)	23 (14%)	24 (8%)
Gas	15 (39%)	40 (36%)	26 (16%)	81 (26%)
Electric	14 (37%)	49 (44%)	74 (45%)	137 (43%)
Wood	2 (5%)	2 (2%)	2 (1%)	6 (2%)
Wood and electric	2 (5%)	3 (3%)	3 (2%)	8 (3%)
Wood and gas	1 (3%)			1 (0%)
Other	2 (5%)	3 (3%)	4 (2%)	9 (3%)
Not stated	2 (5%)	14 (13%)	33 (20%)	49 (16%)
	38(100%)	112(100%)	165(100%)	315!(100%)

TABLE TWENTY-FOUR

Preferred Fuel for Conversion: Those expected to convert at some time in the future are almost evenly split between gas (37%) and electricity (42%). Those with no plans to convert, if they did convert favour first electricity (45%) with gas (16%) and oil (14%) much less preferred. This is despite the fact that 78% of households with no conversion plans have gas at least in their community (Table 20).(See also Table A.31).

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	Plan to Convert Within 2 Years	Probably Convert But Not in Next 2 Years	No Plans to Convert	TOTAL
COST TO CONVERT TO STANDARD GAS				
Under $200		1 (1%)	1 (1%)	2 (1%)
$200 to $499	5 (15%)	9 (8%)	8 (5%)	22 (8%)
$500 to $999	7 (21%)	27 (25%)	38 (26%)	72 (25%)
$1,000 to $2,000	17 (50%)	47 (44%)	67 (46%)	131 (45%)
Over $2,000	5 (15%)	24 (22%)	33 (22%)	62 (21%)
	34(100%)	108(100%)	147(100%)	289(100%)
COST TO CONVERT TO COMPLETE ELECTRIC				
Under $200				
$200 to $499		3 (3%)	1 (1%)	4 (1%)
$500 to $999	5 (15%)	8 (7%)	9 (6%)	22 (7%)
$1,000 to $2,000	12 (35%)	38 (35%)	53 (35%)	103 (35%)
Over $2,000	17 (50%)	61 (55%)	89 (59%)	167 (56%)
	34(100%)	110(100%)	152(100%)	296(100%)

TABLE TWENTY-FIVE (continued)

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	Plan to Convert Within 2 Years	Probably Convert But Not in Next 2 Years	No Plans to Convert	TOTAL
COST OF PARTIAL ELECTRIC CONVERSION				
Under $200	1 (3%)	3 (3%)		4 (1%)
$200 to $499	9 (27%)	21 (20%)	24 (17%)	54 (19%)
$500 to $999	11 (33%)	44 (43%)	60 (41%)	115 (41%)
$1,000 to $2,000	8 (24%)	28 (27%)	49 (34%)	85 (30%)
Over $2,000	4 (12%)	7 (7%)	12 (8%)	23 (8%)
	33(100%)	103(100%)	145(100%)	281(100%)

TABLE TWENTY-FIVE

Cost of Conversion: Those planning conversions and those with no plans tend to agree that a complete gas conversion costs around $2,000 (45% put the cost at $1,000-$2,000, another 21% at over $2,000). Industry sources indicate that depending on the age of the existing equipment, these expectations are fairly accurate; the average cost of complete gas conversion is probably around $1,500. There is a slight tendence for those anticipating a substantially lower conversion cost ($200-$499) to be more likely to convert, but cell sizes are small.

Similarly the costs of electric conversions are fairly accurately perceived and do not vary substantially with conversion intention. 56% believe an electric conversion will cost over $2,000, a further 35% put the cost at $1,000-$2,000. A partial electric conversion is costed by respondents, rather less accurately. 41% place the cost at $500-$999, and a further 30% at $1,000-$2,000. Industry sources suggest a figure close to $500 depending on the type and age of the heating system used. There is a slight tendency for those planning to convert within 2 years to perceive this partial conversion as less expensive.

Other Conversion Costs:

Respondents were asked whether a number of additional costs would need to be incurred in connection with conversion. For each cost category, respondents were asked whether that item would be required, and what the likely cost would be.

For Electric Conversion: over 70% of those planning a conversion expected to upgrade their wiring (c.f. only 57% of those not planning a conversion). The expected cost of this was around $90. This is probably a considerable underestimate. Industry sources suggest closer to $1,000, although the cost will depend on the current service level.

The next most often expected expenditure was for electrical inspecting. This was thought to be required by 59% of respondents, at an average cost of $16. This would usually be a free service in fact.

The other item which substantial numbers thought would be required was additional electrical outlets. 37% anticipated that these would be needed at an expected cost of $105. Objective estimates are difficult to obtain, depending on the number of additional outlets required.

For Gas Conversion: 49% of respondents anticipated that a chimney liner would be required, at an average cost of $42. Those not planning a conversion placed this cost somewhat higher at $52. In practice, it is likely that a liner would cost very substantially more at $500-$1,000. A gas connection was expected to be necessary by 58% of respondents at an average cost of $43. In practice, such a connection would be free under usual circumstances.

52% of respondents anticipated that an inspection would be required at an average cost of $14 -- those not planning to convert placed this cost at $20. Again, this would normally be a free service For further details see Appendix 3, Table A.32.

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	Plan to Convert Within 2 Years	Probably Convert But Not in Next 2 Years	No Plans to Convert	TOTAL
KNOWLEDGE OF OTHERS' CONVERSIONS				
OIL TO GAS				
Know someone who converted oil-gas	24 (65%)	73 (65%)	84 (52%)	181 (58%)
Know no-one	13 (35%)	39 (35%)	77 (48%)	129 (42%)
	37(100%)	112(100%)	161(100%)	310(100%)
Their % savings	24%	16%	11%	15%
OIL TO ELECTRIC				
Know someone who converted oil-elec.	20 (54%)	43 (39%)	45 (28%)	108 (35%)
Know no-one	17 (46%)	67 (61%)	114 (72%)	198 (65%)
	37(100%)	110(100%)	159(100%)	306(100%)
Their % savings	12%	8%	7%	9%

TABLE TWENTY-SIX

Knowledge of Others' Conversions: Those planning conversions were rather more likely to know others who had converted: 65% of those planning to convert knew someone who had converted to gas, 43% knew someone who had converted to electricity. For those not planning a conversion, 52% knew of a gas conversion and 28% of an electric conversion.

When asked what they thought converters had saved by their conversion, those planning to convert estimated considerably greater benefits than did those who did not plan to convert. For oil to gas conversion, those planning a change within 2 years, estimated savings of 24%; those planning to convert in more than 2 years, estimated savings of 16%; those without conversion plans expected savings of only 11%. For electric conversion, the equivalent savings were estimated as 12%, 8%, and 7% respectively (for electricity differences between groups are not significant).

Mildly Agree/Strongly Agree

	Plan to Convert Within 2 Years	Plan to Convert but not in next 2 Years	No Plans to Convert	Total
I think the benefits from energy conservation are too long-term to make it worthwhile for me	27%	23%	41%	33%
The savings for energy conservation would soon more than cover the initial cost	49%	44%	36%	41%
I wouldn't accept a government grant because to me it's like a handout	3%	5%	12%	8%
I feel I should be do something to reduce my energy costs but I keep putting it off	38%	36%	20%	28%
I am in no hurry to change my heating system	33%	63%	78%	66%
My money would be better spent on other ways of conserving energy than on changing my heating system	16%	30%	57%	43%
Changing my heating system is just too much bother	13%	15%	32%	23%

TABLE TWENTY-SEVEN

Energy Opinions : There are major differences between those with conversion plans and those with no plans on seven energy opinion items (for details see Appendix 3 Table A.33).

Clearly there is resistance to changing heating system on the grounds that the financial payback is seen as too long-term. However, there is concern also that change entails "bother" and, for a significant minority, that government grants are to be awarded.

Reaction to item 4 in the list above was not as expected. Those with no conversion plans were less likely to agree that they procrastinated. This is probably due to the item being badly constructed, asking two questions at once. The respondent may react to the first part "should reduce energy costs" rather than the second "keep putting it off".

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	Plan to Convert Within 2 Years	Probably Convert But Not in Next 2 Years	No Plans to Convert	TOTAL
GRANT 50% OF COST, EXPECT 15% SAVINGS				
Convert	25 (68%)	48 (44%)	28 (18%)	101 (33%)
Not Convert	9 (24%)	50 (46%)	103 (66%)	162 (54%)
Not sure	3 (8%)	11 (10%)	25 (16%)	39 (13%)
	37(100%)	109(100%)	156(100%)	302(100%)
LOAN 50% OF COST, EXPECT 15% SAVINGS				
Convert	11 (31%)	9 (8%)	15 (10%)	35 (12%)
Not Convert	20 (56%)	87 (80%)	118 (76%)	225 (75%)
Not sure	5 (14%)	13 (12%)	22 (14%)	40 (15%)
	36(100%)	109(100%)	155(100%)	300(100%)

TABLE TWENTY-EIGHT (continued)

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	Plan to Convert Within 2 Years	Probably Convert But Not in Next 2 Years	No Plans to Convert	TOTAL
GRANT 50% OF COST, EXPECT 35% SAVINGS				
Convert	32 (89%)	97 (88%)	78 (50%)	207 (69%)
Not Convert	2 (6%)	7 (6%)	56 (36%)	65 (22%)
Not sure	2 (6%)	6 (5%)	22 (14%)	30 (10%)
	36(100%)	110(100%)	156(100%)	302(100%)
LOAN 50% OF COST, EXPECT 35% SAVINGS				
Convert	21 (60%)	46 (42%)	44 (29%)	111 (37%)
Not Convert	10 (29%)	55 (50%)	90 (58%)	155 (52%)
Not sure	4 (11%)	8 (7%)	20 (13%)	32 (11%)
	35(100%)	109(100%)	154(100%)	298(100%)

TABLE TWENTY-EIGHT

[Convert combines "probably" and "definitely" convert; Not Convert combines "probably" and "definitely" not convert. All percentages are calculated over respondents providing an opinion. Appendix 3 Table A.34 provides complete tabulations].

Effectiveness of Loans and Grants:

Four scenarios were described: a loan, or a grant, of 50% of conversion cost and expected savings of 15%, or 35%, of the houshold heating bill. As expected the combination of a grant and an expected saving of 35% of heating bills had the most impact on conversion intention: 69% of the sample indicated they would "definitely" or "probably" convert given this incentive.

Grants were considerably more effective than loans with a grant and expected saving of 15% almost as effective as a loan with expected saving of 35%: overall 33% would "definitely" or "probably" convert for the grant and 15% saving; 37% for the loan and 35% saving.

As expected, incentives are particularly effective amongst those planning conversions. For those intending to convert within two years, 68% would "definitely" or "probably" convert given a grant, even if savings were only 15%.

SECTION FOUR

Conclusions

1. 20% of the households using oil as their primary heating fuel in January 1983 had converted away from oil by February 1984. However, this rate of conversion is most unlikely to continue.

Almost half (46%) of the converters lived in rural areas (population less than 5,000). In such areas, 40% of households had converted. In contrast in urban areas (over 500,000 population) only 10% of households had converted (Table 1).

Most of the rural converters have converted to wood. The incentive for conversion for this group was very high. In particular, wood users report the lowest heating costs of any group (average $328 since September 1983 -- median $200). It is unlikely that conversion can continue at anything like this pace among rural households (only 11% of those who have not yet converted report an intention to convert within the next 2 years - see Table 16). Certainly experience with this group is unlikely to be applicable to the future behaviour of urban residents.

2. Overall, of those still using oil, half (52%) have no plans for conversion, and the majority (74%) of those reporting conversion plans do not intend to convert within the next 2 years, leaving only 12% of oil-using households planning conversion within the next 2 years. These intentions are very similar in both rural and urban areas.

This represents a very major fall in rural conversions -- 40% converted in the last year vs 11% planning conversion over the next two years -- and a quite considerable fall in urban rates -- 11% having converted in the last year whereas over the next two years only 12% plan conversion. Clearly, future fuel costs and economic conditions may affect the reliability of conversion plans as indicators of actual conversions, but it seems most unlikely that a conversion rate of 20% will continue.

3. Specific barriers to conversion are difficult to identify. Some demographic factors are involved. In particular, households where the head is under 35 years old are much more likely to plan a conversion at some time (68% vs 42% for older households), but this result does not hold for conversions within the next 2 years (see Table 18). Lower income households are much less likely to be planning a conversion (Table 17), and obviously households that plan a move within the next 3 years are rather less likely to be planning conversion (Table 20).

Similarly, as expected, those planning conversion had rather older heating units and tended to be less satisfied with them. Of those dissatisfied with their heating unit, 88% planned to convert -- however only 8% of households werre dissatisfied with their heating units (Table 19).

Looking at energy opinions (Table 27), there is evidence that the payback of energy conservation savings is seen as too long (41% of those without conversion plans believe that benefits from conservation are too long-term to be worthwhile vs 24% of those who are planning conversion). Also those not planning

conversion are more likely to believe that their money would be better spent on other conservation actions (57% of those without conversion plans vs 27% of those with plans); and that changing heating systems is too much bother (32% vs 15%).

4. However, the stated concern with payback among those not planning a conversion does not necessarily reflect financial realities.

There were very few differences between those planning conversions and those not, in the anticipated costs of conversion; either in the basic costs, or in the costs of specific additional items (chimney liner etc.). overall, the basic costs of conversion were fairly well known, and the necessary additional requirements well understood -- although usually undercosted (e.g., gas chimney liners expected to cost an average of around $50, electric circuit upgrading about $90). (Table 25 and A.32)

However, on the benefits side, those not planning a conversion in fact reported considerably higher oil usage than those intending to convert: the average household with no conversion plans using 3055 litres of oil since September 1983, those planning to convert in the next two years reported 1738 litres and those planning to convert in over two years, 2873 litres (Table 19). In practice those not planning to convert might well have more to gain than the intending converters.

5. Knowledge of other conversions appears to be a factor in a household's conversion plans. Personal knowledge, and word-of-mouth communication, are frequently found to be factors in the adoption of new products. Those planning to convert were more likely to know someone who had converted, and likely to believe conversion yielded considerably greater benefits. Those planning to convert within two years estimated converters' savings as 24% for gas (12% for electricity); those planning to convert in over two years estimated savings as 16% for gas (8% for electricity); those with no plans as only 11% (7% for electricity). (Table 26)

This estimation of the savings actually experienced by people that they knew is probably the major difference between those planning a conversion and those not. This variable also distinguishes well between those planning to convert within two years and those planning a later conversion.

6. Information on the potential savings from conversion -- or an individual's actual savings -- would appear to be a major factor in persuading oil-users to convert. It is on the potential benefits of conversion that there is most disagreement between those planning to convert and those with no plans.

There is evidence that oil-users are sensitive to oil's high cost; concerned about the future cost of oil (32% of those not planning to convert give oil as the most expensive fuel now; 45% believe it will be most expensive in 5 years), and do not particularly like using oil (only 26%, even of those with no plans to convert, claim oil as the fuel they would most like to

use). (Table A.23)

7. Information on conversion savings made available through consumers' associations would be most effective. Consumers' associations are seen as much more reliable than other sources of energy information. But government has considerable credibility (73% overall see government information as reliable in this area), better than heating contractors (51%) and salesmen (31%), somewhat less reliable than consumers' associations (93%) and mass media (80%) and about the same as friends and relatives (69%) and utility and oil companies (67%). (Table 11)

8. In the area of financial incentives, grants are seen as far more attractive than loans. Even if savings were only expected to be 15%, an $800 grant induces 33% of oil-users to "definitely" or "probably" convert. As expected, the impact is rather less on those not already planning a conversion; only 19% of those not planning a conversion would convert for such a grant. If 35% savings were anticipated, 69% of oil-users would definitely or probably convert (50% of those with no conversion plans - Table 28).

The dramatic effect on those without conversion plans of increasing the expected saving from 15% to 35% reinforces the discussion above on the importance of emphasizing the savings from conversion.

9. The COSP program is known to the majority (67%) of respondents. However, awareness of COSP is substantially higher among those planning conversions within 2 years (84% awareness -

Table 22), and a little higher among those planning later conversions (74%).

Those without conversion plans are not only less likely to have heard of COSP, but even if they are aware of the program, many (34% of the aware) do not know whether or not they are eligible and some (8% of those aware) believe they are not eligible.

Clearly, causality here cannot be determined. Intending converters may be more aware of COSP because they have gathered more information on conversions (or been more receptive to the information available), or knowledge of COSP may have led to the conversion plans.

APPENDIX 1

SCREENING QUESTIONNAIRE, January 1983

CONSUMER MAIL PANELS
Market Facts of Canada Limited
1240 Bay Street, Toronto, Ontario, M5R 3L9
550 Sherbrooke Street West, Montreal 111, Quebec.
Q3380-1-83

Dear Panel Member,

This is a short extra section that I would ask you to complete and return with the other questionnaire in the same envelope.

Many thanks,

Maria Brighton

Card 14

1. Who pays the fuel bills to heat your principal residence?

I/we pay for the heating fuel ---------- []1 -14
The landlord pays for the heating fuel --- []2 → SKIP TO QU.4a

2a) Which is the main fuel used to heat your principal residence? (PLEASE "X" ONE BOX ONLY)

	QU.2a Main fuel	QU.2b Other fuel used to heat home
Fuel oil	[]1 -15	[]1 -16
Natural gas	[]2	[]2
Electricity	[]3	[]3
Wood	[]4	[]4
Coal	[]5	[]5
Propane	[]6	[]6
Other	[]7	[]7
Do not use any other heating fuel		[]8

2b) In addition to the main fuel, which other fuel(s), if any, do you use to heat your home? ("X" AS MANY AS APPLY)

3a) In the past five years has your household participated in ...

	Yes	No
The federal government's Canada Home Insulation Program (CHIP), or not? ---	[]1 -17	[]2
The federal government's Canada Oil Substitution Program (COSP), or not? -	[]1 -18	[]2

4a) Which of the following vehicles are owned or leased by you or any members of your household? (PLEASE "X" NO OR YES FOR EACH)

	QU.4a	QU.4b FUEL USED FOR EACH VEHICLE					
	No	Yes	Gasoline	Diesel	Propane	Electric	Other (PLEASE DESCRIBE)
Passenger car(s) ---	[]1	[]2 →	[]3	[]4	[]5	[]6	_____ -19
Van(s)/light truck(s)	[]1	[]2 →	[]3	[]4	[]5	[]6	_____ -20
Tractor(s)/other farm vehicles -----	[]1	[]2 →	[]3	[]4	[]5	[]6	_____ -21

4b) For each vehicle owned or leased, what fuel is used? ("X" AS MANY AS APPLY)

APPENDIX 2

QUESTIONNAIRE, February 1984

CONSUMER MAIL PANELS
Market Facts of Canada Limited
1240 Bay Street, Toronto, Ontario M5R 3L9
860-555 Dorchester Blvd., W., Montreal, Quebec H2Z 1B1

#9151-OZ-84

Dear Panel Member,

About a year ago you told me, in answer to a questionnaire, that you used oil as the main fuel for heating your home.

Now I have some more questions about heating. This questionnaire is to be completed by the person who is most familiar with the heating equipment in your house.

To thank you for your co-operation I am enclosing a handy "take-apart" key ring. To take it apart place the small section between your first two fingers and push the small cylinder in with your thumb. Hold it in and with the other hand remove the thicker end.

I hope you find it to be useful.

Sincerely,

Marie Brighton

1. In what year was your house built? If you don't know exactly, an estimate is fine. (WRITE IN YEAR)

[ ][ ][ ][ ] 16-17

2. In what year did you move into this house?

[1][9][ ][ ] 18-19

3. Do you plan to move in the next three years?

Yes ----- [1] 20
No ------ [2]

4a) Since September, 1983, what fuel have you been using as your PRIMARY HEATING FUEL, that is, the fuel that provided most of your home heating? ("X" ONE BOX ONLY)

Oil ---------- [1] 21
Natural Gas ---------- [2]
Electricity ---------- [3]
Wood ---------- [4] → SKIP TO QU.4c
Propane ---------- [5]
Solar ---------- [6]
Other (PLEASE DESCRIBE)
_____

4b) OIL USERS ONLY. Since September 1983, about how many gallons or litres of oil have you used for home heating? (WRITE IN NUMBER OF GALLONS OR LITRES)

Gallons [ ][ ][ ][ ] 22-25
Or Litres [ ][ ][ ][ ] 26-30

4c) How long have you used this as your PRIMARY HEATING FUEL? (WRITE IN NUMBER OF YEARS - IF UNDER ONE YEAR, WRITE IN [0][1])

[ ][ ] Years 31-32

4d) How many rooms in your house are regularly or occasionally heated by methods other than your primary heating system? (PLEASE WRITE IN THE NUMBER OF ROOMS HEATED BY THE DIFFERENT METHODS)

	NUMBER OF ROOMS ACTUALLY HEATED BY THIS SOURCE			
	Regularly		Occasionally	
Wood-burning fireplace or stove	[ ]	33	[ ]	38
Gas fireplace	[ ]	34	[ ]	39
Baseboard heaters	[ ]	35	[ ]	40
Space heaters (electric, propane or oil)	[ ]	36	[ ]	41

Now I would like to know a little bit about your PRIMARY HOME HEATING SYSTEM.

5a) About how old is the equipment that provides most of your heat? (PLEASE WRITE IN NUMBER OF YEARS)

[ ][ ] Years → GO TO QU.5c 43-44

Don't know -- [ ]

5b) Was this equipment already installed when you moved into your present home?

Yes ------ [ ]1 45
No ------- [ ]2

5c) In the past two years, has your primary heating equipment been repaired, other than routine servicing, or not?

Yes ------ [ ]1 46
No ------- [ ]2 → SKIP TO QU.5e

5d) In the past two years, about how many dollars have you spent on these repairs? (WRITE IN TO THE NEAREST DOLLAR)

$[ ][ ][ ] 47-49

5e) Has your primary heating equipment been serviced within the past two years, or not?

Yes ------ [ ]1 50
No ------- [ ]2 → SKIP TO QU.5h

5f) Did you do this service yourself?

Yes ------ [ ]1 51
No ------- [ ]2

5g) In the past 12 months, how many dollars, if any, have been spent on any servicing of your primary heating equipment? (WRITE IN TO THE NEAREST DOLLAR)

$[ ][ ] 52-54

5h) Does your primary home heating system use forced air or radiators? ("X" ONE BOX)

Forced air ---------- [ ]1 55
Radiator ----------- [ ]2

Other (PLEASE WRITE IN)_____

5i) How satisfied are you with your primary heating system? (PLEASE "X" ONE BOX)

Very satisfied ---------- [ ]1 56
Satisfied ---------- [ ]2
Neither satisfied nor dissatisfied -- [ ]3
Dissatisfied ---------- [ ]4
Very dissatisfied ---------- [ ]5

6a) At present, is your house connected to a natural gas main, or not?

Yes ------ [ ]1 57 → SKIP TO QU.7
No ------- [ ]2

6b) Is natural gas available on your street, or not?

Yes ------ [ ]1 58 → SKIP TO QU.7
No ------- [ ]2

6c) Is natural gas available in your community, or not?

Yes ------ [ ]1 59 → SKIP TO QU.7
No ------- [ ]2

6d) When do you expect natural gas to be available in your community? ("X" ONE BOX ONLY)

Within the next two years ---- [ ]1 60
Within two to five years ----- [ ]2
More than five years ---------- [ ]3
Never ---------- [ ]4

7. Listed below are some energy-saving features that might be added to a house. (FOR EACH ITEM, PLEASE "X" AS MANY AS APPLY)

	Were when I moved in	Added since I moved in	Plan to add	Do not plan to add	Don't know
Storm or double/triple paned windows	[]1-67	[]2	[]3	[]4	[]5
Good weatherstripping and caulking on doors and windows	[]1-68	[]2	[]3	[]4	[]5
More than four inches of ceiling insulation	[]1-69	[]2	[]3	[]4	[]5
Insulation in outside walls	[]1-70	[]2	[]3	[]4	[]5
Storm or double/triple paned doors on entrances	[]1-71	[]2	[]3	[]4	[]5
Clock 'set-back' thermostats	[]1-72	[]2	[]3	[]4	[]5
Insulated window coverings	[]1-73	[]2	[]3	[]4	[]5
Other (PLEASE WRITE IN)	68-				

8. There are many government energy conservation programs; some are widely known and generally available, but many people don't know of all the programs available.

For the programs listed below, please indicate whether you have heard of that program, if you believe you are eligible for that program and if you have actually used it. (PLEASE "X" ONE BOX UNDER EACH HEADING FOR EVERY PROGRAM)

	Have you HEARD OF this program?		Do you think you are ELIGIBLE for this program?			Have you USED this program?	
	Yes	No	Yes	No	Don't know	Yes	No
CHIP (Canadian Home Insulation Program)	[]1-69	[]2	[]3	[]4	[]5	[]6	[]7
COSP (Canadian Oil Substitution Program)	[]1-70	[]2	[]3	[]4	[]5	[]6	[]7
ENERSAVE Advisory Service	[]1-71	[]2	[]3	[]4	[]5	[]6	[]7
HEATSAVE	[]1-72	[]2	[]3	[]4	[]5	[]6	[]7
Ontario Energy Program	[]1-73	[]2	[]3	[]4	[]5	[]6	[]7
Voluntary Energy Conservation Communication Program	[]1-74	[]2	[]3	[]4	[]5	[]6	[]7
ENCONS Program	[]1-75	[]2	[]3	[]4	[]5	[]6	[]7
ENERGUIDE	[]1-76	[]2	[]3	[]4	[]5	[]6	[]7

79-0
80-1

9. We sometimes receive conflicting information about energy. I would like to know how you feel in general about different sources of information. For each one listed below, please tell me how RELIABLE you think it is as a source of energy information. (PLEASE "X" ONE BOX FOR EACH SOURCE OF INFORMATION)

	Very reliable	Quite reliable	Quite un-reliable	Very un-reliable
Magazines/newspaper articles/ T.V./radio	[]1-14	[]2	[]3	[]4
Utility and oil companies	[]1-15	[]2	[]3	[]4
Government	[]1-16	[]2	[]3	[]4
Friends and relatives	[]1-17	[]2	[]3	[]4
Private heating contractors	[]1-18	[]2	[]3	[]4
Retail salespeople	[]1-19	[]2	[]3	[]4
Equipment manufacturers	[]1-20	[]2	[]3	[]4
Consumer associations	[]1-21	[]2	[]3	[]4

10. Now I'd like your opinions about some of the different types of fuel used to heat houses in Canada. For each statement, please put an "X" under the one fuel it describes best.

For home heating, which fuel do you think is:	Oil	Natural Gas	Electricity	Wood
The most expensive	[]1-22	[]2	[]3	[]4
The least dangerous	[]1-23	[]2	[]3	[]4
The most efficient	[]1-24	[]2	[]3	[]4
The cleanest	[]1-25	[]2	[]3	[]4
The least expensive	[]1-26	[]2	[]3	[]4
The one you would most like to use	[]1-27	[]2	[]3	[]4
The one you would least like to use	[]1-28	[]2	[]3	[]4

11. Please tell me which statement most closely describes <u>your</u> primary home heating system. ("X" ONE BOX ONLY)

I expect many years of trouble-free operation from this equipment ---------- []1 -34
This equipment will work well for many years with minor repairs ---------- []2
This equipment will need major repairs in the next few years ---------- []3
This equipment will need replacing within the next year ---------- []4

12a) Some people have considered changing their heating system to use a different fuel. Have you considered converting your heating system to a different fuel? (PLEASE "X" ONE BOX ONLY)

Yes, I plan to convert in the next 6 months -------- []1 -35
Yes, I plan to convert in the next 7-11 months ----- []2
Yes, I plan to convert in 12-24 months ------------ []3 → SKIP TO QU.13
I will probably convert, but not in next two years - []4
I have no plans to convert ------------------------ []5

I have had the system in this house converted ------ []6 → In what year? [1][9][ ][ ] 36 37

12b) Which fuel did you use before you converted?

	From
Oil ----------	[]1 -38
Gas ----------	[]2
Electricity ----------	[]3
Wood ----------	[]4
Other (PLEASE WRITE IN) ------	_____

12c) About how many dollars do you think you've saved per year on your heating bill? (PLEASE WRITE IN TO THE NEAREST DOLLAR)

$[ ][ ][ ] → SKIP TO QU.18 39-41

IF YOU HAVE NOT CONVERTED FROM ONE FUEL TO ANOTHER PLEASE ANSWER QUESTIONS 13-17

13a) Do you know anyone who has converted from oil heat to gas?

Yes ----- []1 -42
No ------ []2 → SKIP TO QU.14a

13b) What percentage do you think they've saved per year on their heating bill? (PLEASE WRITE IN PER CENT)

[ ][ ]% 43-44

14a) Do you know anyone who has converted from oil to electric heat?

Yes ----- []1 -45
No ------ []2 → SKIP TO QU.15

14b) What percentage do you think they've saved per year on their heating bill? (PLEASE WRITE IN PER CENT)

[ ][ ]% 46-47

15. If you were to replace your heating equipment in the next five years, what fuel would you choose? ("X" ONE BOX ONLY)

Oil ----------	[]1 -48
Gas ----------	[]2
Electricity ----------	[]3
Wood ----------	[]4
Other (PLEASE WRITE IN) ------	

I'd like to know how much it would cost to install different heating systems. If you don't know the exact answer for a conversion, your best guess is okay. ("X" ONE BOX FOR EACH STATEMENT)

	Under $200	$200-$499	$500-$999	$1,000-$2,000	Over $2,000	I already have this type
a) About how much do you think it would cost to convert your present furnace to a STANDARD NATURAL GAS FURNACE?	[] 50	[] 2	[] 3	[] 4	[] 5	[] 6
b) About how much do you think would be the basic cost of a COMPLETE ELECTRIC SYSTEM?	[] 51	[] 2	[] 3	[] 4	[] 5	[] 6
c) It is sometimes possible to do a PARTIAL CONVERSION TO ELECTRIC HEAT by fitting an electric plenum heater into an existing furnace system. About how much would you think this would cost?	[] 52	[] 2	[] 3	[] 4	[] 5	[] 6

17. Some conversions require that additional equipment be installed. I am interested in your ideas about what the different types of conversions would require. Decide what additional items you think would be required, first for a conversion to electricity and then for a conversion to gas. For each item you think would be needed, write in to the nearest dollar what you think it would cost. For any item not needed, just "X" the box under "NOT NEEDED"

	ELECTRIC CONVERSION		GAS CONVERSION	
	Not needed	If needed, I would expect it would cost about: (WRITE IN DOLLARS)	Not needed	If needed, I would expect it would cost about: (WRITE IN DOLLARS)
Chimney liner	[]	$ 53 55	[]	$ 74 76
Vents for forced air	[]	$	[]	$
Upgrading electric service and wiring	[]	$ 59 61	[]	$ 20 22
Connection of house to gas or electric line	[]	$	[]	$
Inspection by government or utility company	[]	$ 65 67	[]	$ 26 28
New heating outlets (e.g. replacing radiators or current heating system)	[]	$	[]	$
Other construction and/or cleaning	[]	$ 71 73	[]	$ 32 34

79-0 80-2

35-36 82

18. The government could offer a number of incentives to householders who converted their furnaces from oil. For each situation, please "X" one box to tell me what you might do.

	Definitely convert	Probably convert	Probably not convert	Definitely not convert	Not sure
The government will give you a taxable grant for half the cost of converting your furnace, up to a maximum of $800. The cost of converting is about $1,600. If you expected your heating costs to fall by about 15% what would you do?	[] 37	[] 2	[] 3	[] 4	[] 5
The government will give you a loan at the prime rate for half the cost of conversion with a maximum of $800. The cost of converting is about $1,600. If you expected your heating costs to fall by about 15% what would you do?	[] 38	[] 2	[] 3	[] 4	[] 5
The government will give you a loan at the prime rate for half the cost of conversion with a maximum of $800. The cost of converting is about $1,600. If you expected your heating costs to fall by about 35%, what would you do?	[] 39	[] 2	[] 3	[] 4	[] 5
The government will give you a grant to one-half the cost of converting your furnace, with a maximum of $800. The cost of converting is about $1,600. If you expected your heating costs to fall by about 35%, what would you do?	[] 40	[] 2	[] 3	[] 4	[] 5

41 42

19. Below are statements which people sometimes make about energy. I would like to know how much you agree or disagree with each one. Please "X" one box for each statement.

	Strongly agree	Mildly agree	Neither agree nor disagree	Mildly disagree	Strongly disagree
Energy prices have just about levelled off now -----	[]1 -42	[]2	[]3	[]4	[]5
I think the benefits from energy conservation are too long-term to make it worthwhile for me ----	[]1 -43	[]2	[]3	[]4	[]5
I do more than my fair share to save energy ----------	[]1 -44	[]2	[]3	[]4	[]5
The savings for energy conservation would soon more than cover the initial cost ----------	[]1 -45	[]2	[]3	[]4	[]5
My home really needs more insulation ----------	[]1 -46	[]2	[]3	[]4	[]5
Energy conservation is just not as important to me as are other things ----------	[]1 -47	[]2	[]3	[]4	[]5
I wouldn't accept a government grant because to me it's like a handout ----------	[]1 -48	[]2	[]3	[]4	[]5
I feel I should do something to reduce my energy costs but I keep putting it off ----------	[]1 -49	[]2	[]3	[]4	[]5
Again, insulation to my home would be the most effective way for me to cut energy costs ----------	[]1 -50	[]2	[]3	[]4	[]5
I am in no hurry to change my heating system -------	[]1 -51	[]2	[]3	[]4	[]5
We are likely to face major energy shortages in the next ten years ----------	[]1 -52	[]2	[]3	[]4	[]5
Energy price increases have really had little effect on me personally ----------	[]1 -53	[]2	[]3	[]4	[]5
My money would be better spent on other ways of conserving energy than on changing my heating system ----------	[]1 -54	[]2	[]3	[]4	[]5
The government will keep energy prices down --------	[]1 -55	[]2	[]3	[]4	[]5
Reducing my home energy costs is important to me ----------	[]1 -56	[]2	[]3	[]4	[]5
Changing my heating system is just too much bother -	[]1 -57	[]2	[]3	[]4	[]5
In a few years from now government grants for energy conservation may no longer be available ----------	[]1 -58	[]2	[]3	[]4	[]5

20. How many rooms are there in your house? Include kitchen, bedrooms, finished rooms in attic or basement. Do not count bathrooms, halls or vestibules.

[ ][ ] 59-60

21. Finally, about how much has it cost to heat your home since September, 1983? If you don't know, please look at your heating bills and add them up. (WRITE IN TOTAL TO THE NEAREST DOLLAR)

$[ ][ ][ ][ ] 61-64

79-80

APPENDIX 3

PROFILE OF OIL-USING HOUSEHOLDS

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
POPULATION						
RURAL	43	13	31	38	74	18
UNDER 5,000	13	4	7	9	20	5
5,000 TO 9,999	12	4	1	1	13	3
10,000 TO 29,999	18	6	5	6	23	6
30,000 TO 99,999	27	8	8	10	35	9
100,000 TO 499,999	47	14	12	15	59	14
500,000 TO 999,999	58	18	6	7	64	16
1,000,000 AND OVER	107	33	12	15	119	29
--- TOTAL ---	325	100	82	100	407	100

TABLE A.1

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
AGE RESPONDENT						
24 YEARS AND UNDER	6	2	5	6	11	3
25 TO 34 YEARS	50	15	31	38	81	20
35 TO 44 YEARS	71	22	16	20	87	21
45 TO 64 YEARS	136	42	25	30	161	40
65 YEARS AND OVER	62	19	5	6	67	16
--- TOTAL ---	325	100	82	100	407	100

TABLE A.2

		PRIMARY HEATING FUEL		
		PRIMARY HEAT FUEL REMAINS OIL	PRIMARY HEAT FUEL NO LONGER OIL	--- TOTAL
REPAIRS, NOT SERVICING, LAST 2YRS				
YES	N	61	10	71
NO	N	264	72	336
COST OF REPAIRS LAST 2 YRS	MEAN	89	148	99
SERVICED, LAST 2 YRS				
YES	N	303	44	347
NO	N	22	38	60
COST OF SERVICING, LAST YEAR	MEAN	45	46	45

TABLE A.3

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
AVAILABILITY OF GAS						
NOT STATED	4	1	1	1	5	1
HOUSE CONNECTED TO NAT GAS	37	11	17	21	54	13
GAS ON STREET	188	58	21	26	209	51
GAS IN COMMUNITY	27	8	10	12	37	9
EXPECT GAS IN NEXT 2 YEARS	2	1	1	1	3	1
EXPECT GAS IN 2 TO 5 YEARS	4	1	2	2	6	1
EXPECT GAS IN OVER 5 YEARS	7	2	1	1	8	2
NEVER EXPECT GAS	22	7	16	20	38	9
DON'T KNOW WHEN GAS WILL COME	34	10	13	16	47	12
--- TOTAL ---	325	100	82	100	407	100

TABLE A.4

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
SATISFACTION WITH PRIM.HEAT SYSTEM						
VERY SATISFIED	104	32	40	60	153	38
SATISFIED	149	46	24	29	173	43
NEITHER SATISFIED NOR DISSATISFIED	46	14	6	7	52	13
DISSATISFIED	25	8	1	1	26	6
VERY DISSATISFIED	1	0	2	2	3	1
--- TOTAL ---	325	100	82	100	407	100

TABLE A.5

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
HEARD OF CHIP						
NEVER HEARD OF	11	3	2	2	13	3
HEARD OF	314	97	80	98	394	97
--- TOTAL ---	325	100	82	100	407	100
	N	%	N	%	N	%
THINK ELIGIBLE FOR CHIP						
THINK ELIGIBLE FOR	234	72	56	68	290	71
THINK NOT ELIGIBLE FOR	35	11	17	21	52	13
DON'T KNOW	56	17	9	11	65	16
--- TOTAL ---	325	100	82	100	407	100
	N	%	N	%	N	%
USED CHIP						
NOT USED	170	52	47	57	217	53
HAVE USED THIS PROGRAM	155	48	35	43	190	47
--- TOTAL ---	325	100	82	100	407	100

TABLE A.6

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
HEARD OF COSP						
NEVER HEARD OF	110	34	171	21	127	31
HEARD OF	215	66	651	79	280	69
--- TOTAL ---	325	100	821	100	407	100
	N	%	N	%	N	%
THINK ELIGIBLE FOR COSP						
THINK ELIGIBLE FOR	151	46	491	60	200	49
THINK NOT ELIGIBLE FOR	13	4	91	11	22	5
DON'T KNOW	161	50	241	29	185	45
--- TOTAL ---	325	100	821	100	407	100
	N	%	N	%	N	%
USED COSP						
NOT USED	312	96	451	55	357	88
HAVE USED THIS PROGRAM	13	4	371	45	50	12
--- TOTAL ---	325	100	821	100	407	100

TABLE A.7

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
HEARD OF ENERSAVE ADVISORY SERVICE						
NEVER HEARD OF	174	54	41	50	215	53
HEARD OF	151	46	41	50	192	47
--- TOTAL ---	325	100	82	100	407	100

	N	%	N	%	N	%
THINK ELIGIBLE FOR ENERSAVE						
THINK ELIGIBLE FOR	89	27	28	34	117	29
THINK NOT ELIGIBLE FOR	3	1	1	1	4	1
DON'T KNOW	233	72	53	65	286	70
--- TOTAL ---	325	100	82	100	407	100

	N	%	N	%	N	%
USED ENERSAVE						
NOT USED	303	93	68	83	371	91
HAVE USED THIS PROGRAM	22	7	14	17	36	9
--- TOTAL ---	325	100	82	100	407	100

TABLE A.8

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
HEARD OF ONTARIO ENERGY PROG						
NEVER HEARD OF	195	60	46	56	241	59
HEARD OF	130	40	36	44	166	41
--- TOTAL ---	325	100	82	100	407	100
	N	%	N	%	N	%
THINK ELIGIBLE FOR ONTARIO EN.						
THINK ELIGIBLE FOR	50	15	16	20	66	16
THINK NOT ELIGIBLE FOR	6	2	2	2	8	2
DON'T KNOW	269	83	64	78	333	82
--- TOTAL ---	325	100	82	100	407	100
	N	%	N	%	N	%
USED ONTARIO ENERGY PROG						
NOT USED	317	98	78	95	395	97
HAVE USED THIS PROGRAM	8	2	4	5	12	3
--- TOTAL ---	325	100	82	100	407	100

TABLE A.9

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
HEARD OF ENERGUIDE						
NEVER HEARD OF	213	66	57	70	270	66
HEARD OF	112	34	25	30	137	34
--- TOTAL ---	325	100	82	100	407	100
	N	%	N	%	N	%
THINK ELIGIBLE FOR ENERGUIDE						
THINK ELIGIBLE FOR	52	16	11	13	63	15
THINK NOT ELIGIBLE FOR	.	.	2	2	2	0
DON'T KNOW	273	84	69	84	342	84
--- TOTAL ---	325	100	82	100	407	100
	N	%	N	%	N	%
USED ENERGUIDE						
NOT USED	305	94	73	89	378	93
HAVE USED THIS PROGRAM	20	6	9	11	29	7
--- TOTAL ---	325	100	82	100	407	100

TABLE A.10

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
HEARD OF VOLUNT. ENER. CONS. COMMUNIC.						
NEVER HEARD OF	288	89	77	94	365	90
HEARD OF	37	11	5	6	42	10
--- TOTAL ---	325	100	82	100	407	100

	N	%	N	%	N	%
USED VOL ENER CONS COMM.						
NOT USED	323	99	81	99	404	99
HAVE USED THIS PROGRAM	2	1	1	1	3	1
--- TOTAL ---	325	100	82	100	407	100

	N	%	N	%	N	%
HEARD OF ENCONS PROG.						
NEVER HEARD OF	311	96	81	99	392	96
HEARD OF	14	4	1	1	15	4
--- TOTAL ---	325	100	82	100	407	100

	N	%	N	%	N	%
USED ENCONS						
NOT USED	325	100	82	100	407	100
--- TOTAL ---	325	100	82	100	407	100

TABLE A.11

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
HEARD OF HEATSAVE						
NEVER HEARD OF	235	72	63	77	298	73
HEARD OF	90	28	19	23	109	27
--- TOTAL ---	325	100	82	100	407	100
	N	%	N	%	N	%
THINK ELIGIBLE FOR HEATSAVE						
THINK ELIGIBLE FOR	40	12	8	10	48	12
THINK NOT ELIGIBLE FOR	4	1	1	1	5	1
DON'T KNOW	281	86	73	89	354	87
--- TOTAL ---	325	100	82	100	407	100
	N	%	N	%	N	%
USED HEATSAVE						
NOT USED	319	98	79	96	398	98
HAVE USED THIS PROGRAM	6	2	3	4	9	2
--- TOTAL ---	325	100	82	100	407	100

TABLE A.12

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
HEARD OF ENCONS PROG.						
NEVER HEARD OF	311	96	81	99	392	96
HEARD OF	14	4	1	1	15	4
--- TOTAL ---	325	100	82	100	407	100

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
USED ENCONS						
NOT USED	325	100	82	100	407	100
--- TOTAL ---	325	100	82	100	407	100

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
THINK ELIGIBLE FOR ENCONS						
THINK ELIGIBLE FOR	3	1	.	.	3	1
DON'T KNOW	322	99	82	100	404	99
--- TOTAL ---	325	100	82	100	407	100

TABLE A.13

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
RELIABLTY EQUIP MANUFRS ON ENERGY						
NOT STATED	23	7	3	4	26	6
VERY RELIABLE	5	2	1	1	6	1
QUITE RELIABLE	155	48	41	50	196	48
QUITE UNRELIABLE	120	37	34	41	154	38
VERY UNRELIABLE	22	7	3	4	25	6
--- TOTAL ---	325	100	82	100	407	100

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
RELIABLTY CONSMR ASSOCS ON ENERGY						
NOT STATED	14	4	1	1	15	4
VERY RELIABLE	106	33	24	29	130	32
QUITE RELIABLE	182	56	54	66	236	58
QUITE UNRELIABLE	17	5	2	2	19	5
VERY UNRELIABLE	6	2	1	1	7	2
--- TOTAL ---	325	100	82	100	407	100

TABLE A.14

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
RELIABILTY UTILTY/OIL COMPANIES ON ENERGY						
NOT STATED	19	6	5	6	24	6
VERY RELIABLE	19	6	3	4	22	5
QUITE RELIABLE	181	56	52	63	233	57
QUITE UNRELIABLE	89	27	21	26	110	27
VERY UNRELIABLE	17	5	1	1	18	4
--- TOTAL ---	325	100	82	100	407	100

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
RELIABILITY GOVT ON ENERGY						
NOT STATED	17	5	1	1	18	4
VERY RELIABLE	43	13	11	13	54	13
QUITE RELIABLE	175	54	54	66	229	56
QUITE UNRELIABLE	72	22	10	12	82	20
VERY UNRELIABLE	18	6	6	7	24	6
--- TOTAL ---	325	100	82	100	407	100

TABLE A.14

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
RELIABILITY FRIENDS/RELATIVES ON ENERGY						
NOT STATED	18	6	.	.	18	4
VERY RELIABLE	39	12	10	12	49	12
QUITE RELIABLE	175	54	43	52	218	54
QUITE UNRELIABLE	78	24	25	30	103	25
VERY UNRELIABLE	15	5	4	5	19	5
--- TOTAL ---	325	100	82	100	407	100

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
RELIABLTY PRIV HEAT CONTRACTRS ON ENER.						
NOT STATED	20	6	1	1	21	5
VERY RELIABLE	12	4	2	2	14	3
QUITE RELIABLE	148	46	35	43	183	45
QUITE UNRELIABLE	118	36	43	52	161	40
VERY UNRELIABLE	27	8	1	1	28	7
--- TOTAL ---	325	100	82	100	407	100

TABLE A.14

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
RELIABLITY MAGS/NEWS/TV/RADIO ON ENERGY						
NOT STATED	16	5	2	2	18	4
VERY RELIABLE	22	7	14	17	36	9
QUITE RELIABLE	225	69	49	60	274	67
QUITE UNRELIABLE	50	15	16	20	66	16
VERY UNRELIABLE	12	4	1	1	13	3
--- TOTAL ---	325	100	82	100	407	100

TABLE A.14

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
RELIABLTY RETAIL SALESPEOPLE ON ENER						
NOT STATED	24	7	1	1	25	6
VERY RELIABLE	1	0	1	1	2	0
QUITE RELIABLE	91	28	27	33	118	29
QUITE UNRELIABLE	170	52	40	49	210	52
VERY UNRELIABLE	39	12	13	16	52	13
--- TOTAL ---	325	100	82	100	407	100

TABLE A.14

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
LEAST DANGEROUS FUEL						
DON'T KNOW	7	2	.	.	7	2
OIL	96	30	12	15	108	27
NATURAL GAS	12	4	3	4	15	4
ELECTRICITY	204	63	62	76	266	65
WOOD	6	2	5	6	11	3
--- TOTAL ---	325	100	82	100	407	100

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
MOST EFFICIENT FUEL						
DON'T KNOW	16	5	.	.	16	4
OIL	62	19	5	6	67	16
NATURAL GAS	102	31	28	34	130	32
ELECTRICITY	136	42	34	41	170	42
WOOD	9	3	15	18	24	6
--- TOTAL ---	325	100	82	100	407	100

TABLE A.15

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
CLEANEST FUEL						
DON'T KNOW	9	3	.1	.1	9	2
OIL	11	3	2	2	13	3
NATURAL GAS	30	9	8	10	38	9
ELECTRICITY	274	84	72	88	346	85
WOOD	1	0	.1	.1	1	0
--- TOTAL ---	325	100	82	100	407	100

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
LEAST EXPENSIVE FUEL						
DON'T KNOW	17	5	.1	.1	17	4
OIL	29	9	1	1	30	7
NATURAL GAS	123	38	23	28	146	36
ELECTRICITY	28	9	7	9	35	9
WOOD	128	39	51	62	179	44
--- TOTAL ---	325	100	82	100	407	100

TABLE A.15

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
FUEL MOST LIKE TO USE						
DON'T KNOW	20	6	1	1	21	5
OIL	55	17	.	.	55	14
NATURAL GAS	62	19	15	18	77	19
ELECTRICITY	170	52	32	39	202	50
WOOD	18	6	34	41	52	13
--- TOTAL ---	325	100	82	100	407	100

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
FUEL LEAST LIKE TO USE						
DON'T KNOW	26	8	4	5	30	7
OIL	18	6	20	24	38	9
NATURAL GAS	115	35	34	41	149	37
ELECTRICITY	15	5	12	15	27	7
WOOD	151	46	12	15	163	40
--- TOTAL ---	325	100	82	100	407	100

TABLE A.15

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
FUEL CANADA HAS GREATEST SUPPLY OF						
DON'T KNOW	16	5	3	4	19	5
OIL	17	5	8	10	25	6
NATURAL GAS	149	46	38	46	187	46
ELECTRICITY	115	35	23	28	138	34
WOOD	28	9	10	12	38	9
--- TOTAL ---	325	100	82	100	407	100

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
LEAST EFFICIENT FUEL						
DON'T KNOW	19	6	3	4	22	5
OIL	37	11	28	34	65	16
NATURAL GAS	9	3	5	6	14	3
ELECTRICITY	23	7	9	11	32	8
WOOD	237	73	37	45	274	67
--- TOTAL ---	325	100	82	100	407	100

TABLE A.15

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
FUEL CANADA HAS LEAST SUPPLY OF						
DON'T KNOW	19	6	11	11	20	5
OIL	205	63	51	62	256	63
NATURAL GAS	13	4	4	5	17	4
ELECTRICITY	19	6	7	9	26	6
WOOD	69	21	19	23	88	22
--- TOTAL ---	325	100	82	100	407	100

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
MOST EXPENSIVE FUEL						
DON'T KNOW	8	2	.	.	8	2
OIL	125	38	51	62	176	43
NATURAL GAS	8	2	2	2	10	2
ELECTRICITY	166	51	28	34	194	48
WOOD	18	6	1	1	19	5
--- TOTAL ---	325	100	82	100	407	100

TABLE A.15

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
LEAST EXPENSIVE IN 5 YRS						
DON'T KNOW	127	39	20	24	147	36
OIL	34	10	10	12	44	11
ELECTRICITY	111	34	25	30	136	33
WOOD	53	16	27	33	80	20
--- TOTAL ---	325	100	82	100	407	100

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
MOST EXPENSIVE IN 5 YRS						
DON'T KNOW	102	31	21	26	123	30
OIL	182	56	55	67	237	58
ELECTRICITY	31	10	5	6	36	9
WOOD	10	3	1	1	11	3
--- TOTAL ---	325	100	82	100	407	100

TABLE A.15

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
CONDITION OF PRIM. HEAT SYSTEM						
NOT STATED	3	1	1	1	4	1
EXPECT MANY YEARS TROUBLE FREE	62	19	40	49	102	25
WORK WELL MANY YEARS WITH MINOR REPAIR	172	53	35	43	207	51
NEED MAJOR REPAIRS IN FEW YEARS	72	22	3	4	75	18
NEED REPLACING IN NEXT YEAR	16	5	3	4	19	5
--- TOTAL ---	325	100	82	100	407	100

TABLE A.16

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
DO MORE THAN FAIR SHARE TO SAVE ENER						
NOT STATED	16	5	1	1	17	4
STRONGLY AGREE	70	22	29	35	99	24
MILDLY AGREE	121	37	33	40	154	38
NEITHER AGREE NOR DISAGREE	76	23	12	15	88	22
MILDLY DISAGREE	37	11	6	7	43	11
STRONGLY DISAGREE	5	2	1	1	6	1
--- TOTAL ---	325	100	82	100	407	100

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
SAVINGS FROM ENER CONS SOON COVER COST						
NOT STATED	17	5	1	1	18	4
STRONGLY AGREE	21	6	15	18	36	9
MILDLY AGREE	113	35	35	43	148	36
NEITHER AGREE NOR DISAGREE	71	22	17	21	88	22
MILDLY DISAGREE	78	24	11	13	89	22
STRONGLY DISAGREE	25	8	3	4	28	7
--- TOTAL ---	325	100	82	100	407	100

TABLE A.17

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
HOME NEEDS MORE INSULATION						
NOT STATED	14	4	1	1	15	4
STRONGLY AGREE	59	18	13	16	72	18
MILDLY AGREE	83	26	18	22	101	25
NEITHER AGREE NOR DISAGREE	39	12	11	13	50	12
MILDLY DISAGREE	72	22	20	24	92	23
STRONGLY DISAGREE	58	18	19	23	77	19
--- TOTAL ---	325	100	82	100	407	100

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
ENER CONS NOT AS IMPORTANT TO ME						
NOT STATED	15	5	1	1	16	4
STRONGLY AGREE	14	4	4	5	18	4
MILDLY AGREE	56	17	11	13	67	16
NEITHER AGREE NOR DISAGREE	76	23	13	16	89	22
MILDLY DISAGREE	113	35	36	44	149	37
STRONGLY DISAGREE	51	16	17	21	68	17
--- TOTAL ---	325	100	82	100	407	100

TABLE A.17

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
WOULD NOT ACCEPT GRANT,IS LIKE HANDOUT						
NOT STATED	15	5	.	.	15	4
STRONGLY AGREE	14	4	2	2	16	4
MILDLY AGREE	13	4	1	1	14	3
NEITHER AGREE NOR DISAGREE	45	14	10	12	55	14
MILDLY DISAGREE	67	21	18	22	85	21
STRONGLY DISAGREE	171	53	51	62	222	55
--- TOTAL ---	325	100	82	100	407	100

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
SHOULD REDUCE ENER COST BUT PUT OFF						
NOT STATED	15	5	2	2	17	4
STRONGLY AGREE	16	5	.	.	16	4
MILDLY AGREE	75	23	11	13	86	21
NEITHER AGREE NOR DISAGREE	84	26	12	15	96	24
MILDLY DISAGREE	80	25	23	28	103	25
STRONGLY DISAGREE	55	17	34	41	89	22
--- TOTAL ---	325	100	82	100	407	100

TABLE A.17

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		TOTAL	
	N	%	N	%	N	%
ADDING INSUL MOST EFFECTIVE CUT COST						
NOT STATED	16	5	11	11	171	4
STRONGLY AGREE	44	14	16	20	60	15
MILDLY AGREE	92	28	24	29	116	29
NEITHER AGREE NOR DISAGREE	54	17	12	15	66	16
MILDLY DISAGREE	75	23	17	21	92	23
STRONGLY DISAGREE	44	14	12	15	56	14
--- TOTAL ---	325	100	82	100	407	100

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		TOTAL	
	N	%	N	%	N	%
IN NO HURRY TO CHANGE HEAT SYSTEM						
NOT STATED	15	5	21	21	171	4
STRONGLY AGREE	98	30	28	34	126	31
MILDLY AGREE	116	36	17	21	133	33
NEITHER AGREE NOR DISAGREE	57	18	16	20	73	18
MILDLY DISAGREE	27	8	21	21	29	7
STRONGLY DISAGREE	12	4	17	21	29	7
--- TOTAL ---	325	100	82	100	407	100

TABLE A.17

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
MAJOR ENER SHORTAGE LIKLY IN 10 YRS						
NOT STATED	14	4	.	.	14	3
STRONGLY AGREE	29	9	9	11	38	9
MILDLY AGREE	73	22	25	30	98	24
NEITHER AGREE NOR DISAGREE	108	33	19	23	127	31
MILDLY DISAGREE	67	21	21	26	88	22
STRONGLY DISAGREE	34	10	8	10	42	10
--- TOTAL ---	325	100	82	100	407	100

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
ENER PRICE INCREASES LITTLE EFFECT ME						
NOT STATED	13	4	.	.	13	3
STRONGLY AGREE	14	4	4	5	18	4
MILDLY AGREE	50	15	11	13	61	15
NEITHER AGREE NOR DISAGREE	46	14	13	16	59	14
MILDLY DISAGREE	95	29	24	29	119	29
STRONGLY DISAGREE	107	33	30	37	137	34
--- TOTAL ---	325	100	82	100	407	100

TABLE A.17

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
OTH CONSRV RATHR THAN CHGE HEAT SYSTM						
NOT STATED	15	5	1	1	16	4
STRONGLY AGREE	57	18	14	17	71	17
MILDLY AGREE	84	26	20	24	104	26
NEITHER AGREE NOR DISAGREE	72	22	14	17	86	21
MILDLY DISAGREE	74	23	15	18	89	22
STRONGLY DISAGREE	23	7	18	22	41	10
--- TOTAL ---	325	100	82	100	407	100

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
GOVT WILL KEEP ENER PRICE DOWN						
NOT STATED	12	4	.	.	12	3
STRONGLY AGREE	2	1	2	2	4	1
MILDLY AGREE	10	3	2	2	12	3
NEITHER AGREE NOR DISAGREE	49	15	6	7	55	14
MILDLY DISAGREE	108	33	23	28	131	32
STRONGLY DISAGREE	144	44	49	60	193	47
--- TOTAL ---	325	100	82	100	407	100

TABLE A.17

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
REDUCNG ENER COST IMPORTANT TO ME						
NOT STATED	11	3	3	4	14	3
STRONGLY AGREE	117	36	39	48	156	38
MILDLY AGREE	126	39	30	37	156	38
NEITHER AGREE NOR DISAGREE	55	17	9	11	64	16
MILDLY DISAGREE	10	3	.	.	10	2
STRONGLY DISAGREE	6	2	1	1	7	2
--- TOTAL ---	325	100	82	100	407	100

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
CHNGNG HEATING SYSTEM TOO MUCH BOTHER						
NOT STATED	15	5	2	2	17	4
STRONGLY AGREE	27	8	1	1	28	7
MILDLY AGREE	48	15	7	9	55	14
NEITHER AGREE NOR DISAGREE	100	31	17	21	117	29
MILDLY DISAGREE	72	22	15	18	87	21
STRONGLY DISAGREE	63	19	40	49	103	25
--- TOTAL ---	325	100	82	100	407	100

TABLE A.17

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
ENERGY PRICES LEVELLED OFF						
NOT STATED	15	5	.	.	15	4
STRONGLY AGREE	3	1	.	.	3	1
MILDLY AGREE	69	21	16	20	85	21
NEITHER AGREE NOR DISAGREE	69	21	15	18	84	21
MILDLY DISAGREE	92	28	28	34	120	29
STRONGLY DISAGREE	77	24	23	28	100	25
--- TOTAL ---	325	100	82	100	407	100

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
BENEFITS FROM CONSERV TOO LONGTERM						
NOT STATED	21	6	2	2	23	6
STRONGLY AGREE	40	12	1	1	41	10
MILDLY AGREE	63	19	11	13	74	18
NEITHER AGREE NOR DISAGREE	54	17	20	24	74	18
MILDLY DISAGREE	76	23	25	30	101	25
STRONGLY DISAGREE	71	22	23	28	94	23
--- TOTAL ---	325	100	82	100	407	100

TABLE A.17

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
IN FEW YRS GOVT CONSV GRANTS NOT AVAIL						
NOT STATED	12	4	.	.	12	3
STRONGLY AGREE	78	24	26	32	104	26
MILDLY AGREE	114	35	26	32	140	34
NEITHER AGREE NOR DISAGREE	88	27	19	23	107	26
MILDLY DISAGREE	23	7	8	10	31	8
STRONGLY DISAGREE	10	3	3	4	13	3
--- TOTAL ---	325	100	82	100	407	100

TABLE A.17

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
STORM/DOUBLE/TRIPLE DOORS						
NOT STATED	12	4	.	.	12	3
NOT HERE WHEN MOVED IN	192	59	46	56	238	58
HERE WHEN I MOVED IN	121	37	36	44	157	39
--- TOTAL ---	325	100	82	100	407	100

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
SET-BACK THERMOSTAT						
NOT STATED	20	6	3	4	23	6
NOT HERE WHEN MOVED IN	282	87	76	93	358	88
HERE WHEN I MOVED IN	23	7	3	4	26	6
--- TOTAL ---	325	100	82	100	407	100

TABLE A.18

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
OVER 4 INCHES CEILING INSUL.						
NOT STATED	17	5	3	4	20	5
NOT HERE WHEN MOVED IN	254	78	56	68	310	76
HERE WHEN I MOVED IN	54	17	23	28	77	19
--- TOTAL ---	325	100	82	100	407	100

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
INSUL. IN OUTSIDE WALLS						
NOT STATED	35	11	9	11	44	11
NOT HERE WHEN MOVED IN	202	62	42	51	244	60
HERE WHEN I MOVED IN	88	27	31	38	119	29
--- TOTAL ---	325	100	82	100	407	100

TABLE A.18

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
STORM/DOUBLE/TRIPLE WINDOWS						
NOT STATED	5	2	1	1	5	1
NOT HERE WHEN MOVED IN	153	47	37	45	190	47
HERE WHEN I MOVED IN	167	51	44	54	211	52
--- TOTAL ---	325	100	82	100	407	100

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
GOOD WEATHERSTRIPPING						
NOT STATED	14	4	3	4	17	4
NOT HERE WHEN MOVED IN	245	75	54	66	299	73
HERE WHEN I MOVED IN	66	20	25	30	91	22
--- TOTAL ---	325	100	82	100	407	100

TABLE A.18

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
INSULATED WINDOW COVERINGS						
NOT STATED	25	8	1	1	27	7
NOT HERE WHEN MOVED IN	292	90	77	94	369	91
HERE WHEN I MOVED IN	7	2	4	5	11	3
--- TOTAL ---	325	100	82	100	407	100

TABLE A.18

	PRIMARY HEATING FUEL					
	PRIMARY HEAT FUEL REMAINS OIL		PRIMARY HEAT FUEL NO LONGER OIL		--- TOTAL ---	
	N	%	N	%	N	%
PLAN MOVE IN NEXT 3 YEARS						
DON'T KNOW	4	1	.	.	4	1
YES	65	20	14	17	79	19
NO	256	79	68	83	324	80

TABLE A.19

		PRIMARY HEATING FUEL		
		PRIMARY HEAT FUEL REMAINS OIL	PRIMARY HEAT FUEL NO LONGER OIL	--- TOTAL ---
NUMBER ROOMS IN HOUSE	MEAN	7	7	7
NUMBER ROOMS IN HOUSE	N	320	82	402

TABLE A.20

		PRIMARY HEATING FUEL		
		PRIMARY HEAT FUEL REMAINS OIL	PRIMARY HEAT FUEL NO LONGER OIL	--- TOTAL ---
YEAR HOUSE WAS BUILT	MEAN	1945	1947	1946
YEAR MOVED IN TO HOUSE	MEAN	66	73	67
YRS PRIMARY FUEL USED	MEAN	18	3	15
AGE OF PRIMARY HEAT UNIT (IF KNOWN)	MEAN	18	5	15
LITRES OIL USED HEATING SINCE SEPT 83	MEAN	2798	1874	2768

TABLE A.21

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	CONSIDERED CONVERTING TO DIFFERENT FUEL							
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT	
	N	ROW %	N	ROW %	N	ROW %	N	ROW %
POPULATION GROUP								
RURAL	1	25	3	8	12	11	25	15
UNDER 5,000	.	.	3	8	2	2	8	5
5,000 TO 9,999	.	.	1	3	6	5	5	3
10,000 TO 29,999	.	.	.	.	8	7	10	6
30,000 TO 99,999	.	.	3	8	14	13	9	5
100,000 TO 499,999	2	50	8	22	11	10	23	14
500,000 TO 999,999	1	25	14	38	20	18	22	13
1,000,000 AND OVER	.	.	5	14	39	35	63	38

TABLE A.22

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
HOUSEHOLD INCOME										
LESS THAN $6,000	2	50	1	3	1	1	16	10	20	6
$6,000 TO $7,999	.	.	1	3	1	1	8	5	10	3
$8,000 TO $9,999	.	.	1	3	2	2	5	3	8	3
$10,000 TO $11,999	.	.	.	.	3	3	8	5	11	3
$12,000 TO $14,999	.	.	1	3	4	4	7	4	12	4
$15,000 TO $19,999	.	.	.	.	8	7	20	12	28	9
$20,000 TO $24,999	.	.	2	5	11	10	20	12	33	10
$25,000 TO $29,999	.	.	10	27	18	16	25	15	53	17
$30,000 TO $34,999	1	25	6	16	13	12	14	8	34	11
$35,000 TO $39,999	.	.	5	14	11	10	7	4	23	7
$40,000 TO $49,999	1	25	2	5	19	17	13	8	35	11
$50,000 AND OVER	.	.	8	22	21	19	22	13	51	16
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

TABLE A.23

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
AGE RESPONDENT MEMBER										
24 YEARS AND UNDER	.	.	.	.	5	4	1	1	6	2
25 TO 34 YEARS	1	25	6	16	26	23	15	9	48	15
35 TO 44 YEARS	.	.	9	24	30	27	29	18	68	21
45 TO 64 YEARS	1	25	17	46	40	36	76	46	134	42
65 YEARS AND OVER	2	50	5	14	11	10	44	27	62	19
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

TABLE A.24

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
CONDITION OF PRIM. HEAT SYSTEM										
NOT STATED	2	50	.	.	.	.	1	1	3	1
EXPECT MANY YEARS TROUBLE FREE	.	.	3	8	16	14	40	24	59	19
WORK WELL MANY YEARS WITH MINOR REPAIR	2	50	6	16	64	57	97	59	169	53
NEED MAJOR REPAIRS IN FEW YEARS	.	.	19	51	28	25	25	15	72	23
NEED REPLACING IN NEXT YEAR	.	.	9	24	4	4	2	1	15	5
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

TABLE A.25

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
SATISFACTION WITH PRIM.HEAT SYSTEM										
VERY SATISFIED	1	25	6	16	19	17	75	45	101	32
SATISFIED	2	50	17	46	59	53	69	42	147	46
NEITHER SATISFIED NOR DISSATISFIED	1	25	6	16	20	18	18	11	45	14
DISSATISFIED	.	.	8	22	13	12	3	2	24	8
VERY DISSATISFIED	.	.	.	.	1	1	.	.	1	0
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

TABLE A.26

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

		CONSIDERED CONVERTING TO DIFFERENT FUEL				
		NOT STATED	PLAN TO CONVERT WITHIN 2 YEARS	PROBABLY CONVERT BUT NOT NEXT 2 YEARS	NO PLANS TO CONVERT	TOTAL
YEAR HOUSE WAS BUILT	MEAN	1960	1949	1949	1942	194
YEAR MOVED INTO HOUSE	MEAN	63	66	70	63	6
YRS PRIMARY FUEL USED	MEAN	21	17	14	21	1
AGE OF PRIMARY HEAT UNIT (IF KNOWN)	MEAN	8	23	18	18	1
LITRES OIL USED HEATING SINCE SEPT 9	MEAN	1638	1738	2873	3055	282

TABLE A.27

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		TOTAL	
	N	%	N	%	N	%	N	%	N	%
AVAILABILITY OF GAS										
NOT STATED	.	.	2	5	.	.	2	1	4	1
HOUSE CONNECTED TO NAT GAS	.	.	6	16	12	11	18	11	36	11
GAS ON STREET	2	50	19	51	66	59	97	59	184	58
GAS IN COMMUNITY	1	25	2	5	11	10	13	8	27	8
EXPECT GAS IN NEXT 2 YEARS	.	.	1	3	1	1	.	.	2	1
EXPECT GAS IN 2 TO 5 YEARS	.	.	.	.	4	4	.	.	4	1
EXPECT GAS IN OVER 5 YEARS	.	.	.	.	7	6	.	.	7	2
NEVER EXPECT GAS	1	25	3	8	2	2	15	9	21	7
DON'T KNOW WHEN GAS WILL COME	.	.	4	11	9	8	20	12	33	10
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

TABLE A.28

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
HEARD OF COSP										
NEVER HEARD OF	2	50	6	16	29	26	70	42	107	34
HEARD OF	2	50	31	84	83	74	95	58	211	66
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100
	N	%	N	%	N	%	N	%	N	%
THINK ELIGIBLE FOR COSP										
THINK ELIGIBLE FOR	2	50	26	70	65	58	55	33	148	47
THINK NOT ELIGIBLE FOR	.	.	2	5	2	2	8	5	12	4
DON'T KNOW	2	50	9	24	45	40	102	62	158	50
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100
	N	%	N	%	N	%	N	%	N	%
USED COSP										
NOT USED	3	75	37	100	110	98	158	96	308	97
HAVE USED THIS PROGRAM	1	25	.	.	2	2	7	4	10	3
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

TABLE A.29

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
MOST EXPENSIVE FUEL										
DON'T KNOW	2	50	.	.	2	2	4	2	8	3
OIL	2	50	16	43	51	46	53	32	122	38
NATURAL GAS	.	.	3	8	2	2	2	1	7	2
ELECTRICITY	.	.	16	43	52	46	95	58	163	51
WOOD	.	.	2	5	5	4	11	7	18	6
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
LEAST DANGEROUS FUEL										
DON'T KNOW	2	50	.	.	.	.	5	3	7	2
OIL	.	.	9	24	29	26	58	35	96	30
NATURAL GAS	.	.	.	.	5	4	7	4	12	4
ELECTRICITY	2	50	27	73	77	69	91	55	197	62
WOOD	.	.	1	3	1	1	4	2	6	2
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

TABLE A.30

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
MOST EFFICIENT FUEL										
DON'T KNOW	2	50	2	5	4	4	8	5	16	5
OIL	.	.	.	.	9	8	52	32	61	19
NATURAL GAS	1	25	17	46	42	38	39	24	99	31
ELECTRICITY	1	25	17	46	54	48	61	37	133	42
WOOD	.	.	1	3	3	3	5	3	9	3
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
CLEANEST FUEL										
DON'T KNOW	2	50	.	.	2	2	5	3	9	3
OIL	.	.	.	.	.	.	11	7	11	3
NATURAL GAS	1	25	4	11	11	10	13	8	29	9
ELECTRICITY	1	25	33	89	98	88	136	82	268	84
WOOD	.	.	.	.	1	1	.	.	1	0
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

TABLE A.30

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
LEAST EXPENSIVE FUEL										
DON'T KNOW	2	50	1	3	1	1	13	8	17	5
OIL	.	.	2	5	5	4	22	13	29	9
NATURAL GAS	2	50	16	43	53	47	49	30	120	38
ELECTRICITY	.	.	5	14	10	9	12	7	27	8
WOOD	.	.	13	35	43	38	69	42	125	39
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
FUEL MOST LIKE TO USE										
DON'T KNOW	2	50	1	3	2	2	14	8	19	6
OIL	.	.	3	8	8	7	43	26	54	17
NATURAL GAS	1	25	9	24	30	27	21	13	61	19
ELECTRICITY	1	25	23	62	67	60	76	46	167	53
WOOD	.	.	1	3	5	4	11	7	17	5
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

TABLE A.30

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
FUEL LEAST LIKE TO USE										
DON'T KNOW	2	50	3	8	7	6	13	8	25	8
OIL	1	25	2	5	8	7	5	3	16	5
NATURAL GAS	.	.	9	24	28	25	75	45	112	35
ELECTRICITY	.	.	1	3	6	5	8	5	15	5
WOOD	1	25	22	59	63	56	64	39	150	47
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
FUEL CANADA HAS GREATEST SUPPLY OF										
DON'T KNOW	2	50	2	5	.	.	12	7	16	5
OIL	.	.	.	.	2	2	15	9	17	5
NATURAL GAS	1	25	17	46	53	47	74	45	145	46
ELECTRICITY	1	25	16	43	50	45	46	28	113	36
WOOD	.	.	2	5	7	6	18	11	27	8
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

TABLE A.30

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
LEAST EFFICIENT FUEL										
DON'T KNOW	2	50	.	.	3	3	13	8	18	6
OIL	1	25	3	8	21	19	10	6	35	11
NATURAL GAS	.	.	.	.	3	3	6	4	9	3
ELECTRICITY	.	.	4	11	5	4	14	8	23	7
WOOD	1	25	30	81	80	71	122	74	233	73
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
LEAST EXPENSIVE IN 5 YRS										
DON'T KNOW	2	50	12	32	48	43	63	38	125	39
OIL	.	.	2	5	4	4	28	17	34	11
ELECTRICITY	2	50	17	46	45	40	45	27	109	34
WOOD	.	.	6	16	15	13	29	18	50	16
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

TABLE A.30

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
MOST EXPENSIVE IN 5 YRS										
DON'T KNOW	2	50	10	27	22	20	66	40	100	31
OIL	2	50	20	54	82	73	74	45	178	56
ELECTRICITY	.	.	4	11	6	5	20	12	30	9
WOOD	.	.	3	8	2	2	5	3	10	3
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
FUEL CANADA HAS LEAST SUPPLY OF										
DON'T KNOW	2	50	2	5	1	1	14	8	19	6
OIL	2	50	22	59	84	75	91	55	199	63
NATURAL GAS	.	.	3	8	5	4	5	3	13	4
ELECTRICITY	.	.	3	8	4	4	12	7	19	6
WOOD	.	.	7	19	18	16	43	26	68	21
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

TABLE A.30

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
FUEL WOULD USE IF REPLACED EQUIP.										
NOT STATED	2	50	2	5	14	13	33	20	51	16
OTHER	.	.	.	.	.	.	1	1	1	0
OIL	.	.	.	.	1	1	23	14	24	8
GAS	1	25	15	41	40	36	26	16	82	26
ELECTRICITY	1	25	14	38	49	44	74	45	138	43
WOOD	.	.	2	5	2	2	2	1	6	2
WOOD AND ELECTRIC	.	.	2	5	3	3	3	2	8	3
SOLAR	.	.	.	.	.	.	1	1	1	0
HEAT PUMP	.	.	1	3	3	3	2	1	6	2
WOOD AND GAS	.	.	1	3	.	.	.	.	1	0
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

TABLE A.31

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
CHNGNG HEATING SYSTEM TOO MUCH BOTHER										
NOT STATED	1	25	1	3	4	4	9	5	15	5
STRONGLY AGREE	1	25	21	5	4	4	19	12	26	8
MILDLY AGREE	.	.	3	8	12	11	33	20	48	15
NEITHER AGREE NOR DISAGREE	.	.	8	22	38	34	52	32	98	31
MILDLY DISAGREE	1	25	11	30	33	29	25	15	70	22
STRONGLY DISAGREE	1	25	12	32	21	19	27	16	61	19
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
IN FEW YRS GOVT CONSV GRANTS NOT AVAIL										
NOT STATED	1	25	1	3	2	2	8	5	12	4
STRONGLY AGREE	1	25	11	30	25	22	39	24	76	24
MILDLY AGREE	.	.	14	38	45	40	54	33	113	36
NEITHER AGREE NOR DISAGREE	1	25	5	14	27	24	52	32	85	27
MILDLY DISAGREE	1	25	6	16	8	7	8	5	23	7
STRONGLY DISAGREE	.	.	.	.	5	4	4	2	9	3
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

TABLE A.33

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
GOVT WILL KEEP ENER PRICE DOWN										
NOT STATED	1	25	1	3	2	2	8	5	12	4
STRONGLY AGREE	.	.	.	.	1	1	1	1	2	1
MILDLY AGREE	.	.	1	3	4	4	5	3	10	3
NEITHER AGREE NOR DISAGREE	.	.	5	14	13	12	29	18	47	15
MILDLY DISAGREE	1	25	16	43	36	32	53	32	106	33
STRONGLY DISAGREE	2	50	14	38	56	50	69	42	141	44
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
REDUCNG ENER COST IMPORTANT TO ME										
NOT STATED	1	25	1	3	2	2	7	4	11	3
STRONGLY AGREE	2	50	15	41	39	35	58	35	114	36
MILDLY AGREE	1	25	14	38	45	40	64	39	124	39
NEITHER AGREE NOR DISAGREE	.	.	5	14	19	17	30	18	54	17
MILDLY DISAGREE	.	.	1	3	5	4	4	2	10	3
STRONGLY DISAGREE	.	.	1	3	2	2	2	1	5	2
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

TABLE A.33

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
ENER PRICE INCREASES LITTLE EFFECT ME										
NOT STATED	1	25	1	3	2	2	9	5	13	4
STRONGLY AGREE	.	.	2	5	4	4	8	5	14	4
MILDLY AGREE	.	.	6	16	15	13	27	16	48	15
NEITHER AGREE NOR DISAGREE	.	.	4	11	16	14	25	15	45	14
MILDLY DISAGREE	.	.	8	22	43	38	42	25	93	29
STRONGLY DISAGREE	3	75	16	43	32	29	54	33	105	33
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
OTH CONSRV RATHR THAN CHGE HEAT SYSTM										
NOT STATED	1	25	1	3	2	2	10	6	14	4
STRONGLY AGREE	1	25	3	8	7	6	45	27	56	18
MILDLY AGREE	1	25	3	8	27	24	50	30	81	25
NEITHER AGREE NOR DISAGREE	.	.	8	22	29	26	35	21	72	23
MILDLY DISAGREE	1	25	16	43	38	34	19	12	74	23
STRONGLY DISAGREE	.	.	6	16	9	8	6	4	21	7
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

TABLE A.33

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
IN NO HURRY TO CHANGE HEAT SYSTEM										
NOT STATED	1	25	1	3	3	3	10	6	15	5
STRONGLY AGREE	1	25	41	11	13	12	78	47	96	30
MILDLY AGREE	.	.	81	22	57	51	48	29	113	36
NEITHER AGREE NOR DISAGREE	.	.	81	22	27	24	22	13	57	18
MILDLY DISAGREE	2	50	12	32	9	8	3	2	26	8
STRONGLY DISAGREE	.	.	41	11	3	3	4	2	11	3
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
MAJOR ENER SHORTAGE LIKLY IN 10 YRS										
NOT STATED	1	25	1	3	2	2	10	6	14	4
STRONGLY AGREE	.	.	1	3	11	10	17	10	29	9
MILDLY AGREE	1	25	10	27	26	23	34	21	71	22
NEITHER AGREE NOR DISAGREE	1	25	10	27	38	34	55	33	104	33
MILDLY DISAGREE	.	.	8	22	29	26	30	18	67	21
STRONGLY DISAGREE	1	25	7	19	6	5	19	12	33	10
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

TABLE A.33

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
DO MORE THAN FAIR SHARE TO SAVE ENER										
NOT STATED	1	25	1	3	5	4	9	5	16	5
STRONGLY AGREE	1	25	8	22	16	14	44	27	69	22
MILDLY AGREE	.	.	15	41	46	41	56	34	117	37
NEITHER AGREE NOR DISAGREE	2	50	7	19	30	27	35	21	74	23
MILDLY DISAGREE	.	.	6	16	15	13	16	10	37	12
STRONGLY DISAGREE	.	.	.	.	.	.	5	3	5	2
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
SAVINGS FROM ENER CONS SOON COVER COST										
NOT STATED	1	25	3	8	2	2	11	7	17	5
STRONGLY AGREE	1	25	4	11	5	4	11	7	21	7
MILDLY AGREE	1	25	14	38	45	40	48	29	108	34
NEITHER AGREE NOR DISAGREE	1	25	5	14	26	23	37	22	69	22
MILDLY DISAGREE	.	.	7	19	28	25	43	26	78	25
STRONGLY DISAGREE	.	.	4	11	6	5	15	9	25	8
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

TABLE A.33

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
ENERGY PRICES LEVELLED OFF										
NOT STATED	1	25	3	8	2	2	9	5	15	5
STRONGLY AGREE	.	.	1	3	.	.	1	1	2	1
MILDLY AGREE	.	.	4	11	28	25	36	22	68	21
NEITHER AGREE NOR DISAGREE	1	25	8	22	27	24	31	19	67	21
MILDLY DISAGREE	1	25	11	30	40	36	38	23	90	28
STRONGLY DISAGREE	1	25	10	27	15	13	50	30	76	24
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
BENEFITS FROM CONSERV TOO LONGTERM										
NOT STATED	2	50	4	11	2	2	13	8	21	7
STRONGLY AGREE	.	.	3	8	2	2	35	21	40	13
MILDLY AGREE	.	.	7	19	23	21	33	20	63	20
NEITHER AGREE NOR DISAGREE	1	25	3	8	22	20	27	16	53	17
MILDLY DISAGREE	.	.	11	30	31	28	32	19	74	23
STRONGLY DISAGREE	1	25	9	24	32	29	25	15	67	21
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

TABLE A.33

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
HOME NEEDS MORE INSULATION										
NOT STATED	1	25	1	3	3	3	9	5	14	4
STRONGLY AGREE	.	.	11	30	21	19	26	16	58	18
MILDLY AGREE	2	50	5	14	35	31	39	24	81	25
NEITHER AGREE NOR DISAGREE	.	.	2	5	15	13	20	12	37	12
MILDLY DISAGREE	.	.	8	22	26	23	37	22	71	22
STRONGLY DISAGREE	1	25	10	27	12	11	34	21	57	18
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
ENER CONS NOT AS IMPORTANT TO ME										
NOT STATED	1	25	1	3	3	3	10	6	15	5
STRONGLY AGREE	.	.	1	3	4	4	9	5	14	4
MILDLY AGREE	.	.	7	19	19	17	30	18	56	18
NEITHER AGREE NOR DISAGREE	.	.	8	22	21	19	45	27	74	23
MILDLY DISAGREE	2	50	14	38	51	46	85	27	112	35
STRONGLY DISAGREE	1	25	6	16	14	13	26	16	47	15
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

TABLE A.33

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
WOULD NOT ACCEPT GRANT, IS LIKE HANDOUT										
NOT STATED	1	25	1	3	2	2	11	7	15	5
STRONGLY AGREE	1	25	1	3	1	1	11	7	14	4
MILDLY AGREE	.	.	.	.	5	4	8	5	13	4
NEITHER AGREE NOR DISAGREE	.	.	2	5	8	7	35	21	45	14
MILDLY DISAGREE	.	.	8	22	26	23	30	18	64	20
STRONGLY DISAGREE	2	50	25	68	70	63	70	42	167	53
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
SHOULD REDUCE ENER COST BUT PUT OFF										
NOT STATED	1	25	1	3	2	2	11	7	15	5
STRONGLY AGREE	.	.	4	11	8	7	4	2	16	5
MILDLY AGREE	2	50	10	27	32	29	30	18	74	23
NEITHER AGREE NOR DISAGREE	.	.	6	16	33	29	45	27	84	26
MILDLY DISAGREE	1	25	9	24	26	23	41	25	77	24
STRONGLY DISAGREE	.	.	7	19	11	10	34	21	52	16
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

TABLE A.33

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
ADDING INSUL MOST EFFECTIVE CUT COST										
NOT STATED	1	25	1	3	2	2	12	7	16	5
STRONGLY AGREE	.	.	11	30	14	13	16	10	41	13
MILDLY AGREE	1	25	6	16	33	29	52	32	92	29
NEITHER AGREE NOR DISAGREE	.	.	4	11	23	21	26	16	53	17
MILDLY DISAGREE	1	25	9	24	29	26	33	20	72	23
STRONGLY DISAGREE	1	25	6	16	11	10	26	16	44	14
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

TABLE A.33

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
GRANT 50% COST, EXPECT 15% SAVING										
NOT STATED	2	50	.	.	3	3	9	5	14	4
DEFINITELY CONVERT	.	.	4	11	4	4	5	3	13	4
PROBABLY CONVERT	1	25	21	57	44	39	23	14	89	28
PROBABLY NOT CONVERT	.	.	6	16	40	36	58	35	104	33
DEFINITELY NOT CONVERT	.	.	3	8	10	9	45	27	58	18
NOT SURE	1	25	3	8	11	10	25	15	40	13
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
LOAN 50% COST, EXPECT 15% SAVING										
NOT STATED	2	50	1	3	3	3	10	6	16	5
DEFINITELY CONVERT	.	.	.	.	1	1	4	2	5	2
PROBABLY CONVERT	.	.	11	30	8	7	11	7	30	9
PROBABLY NOT CONVERT	1	25	10	27	52	46	50	30	113	36
DEFINITELY NOT CONVERT	.	.	10	27	35	31	68	41	113	35
NOT SURE	1	25	5	14	13	12	22	13	41	13
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
LOAN 50% COST, EXPECT 35% SAVING										
NOT STATED	2	50	2	5	3	3	11	7	18	6
DEFINITELY CONVERT	.	.	10	27	8	7	8	5	26	8
PROBABLY CONVERT	2	50	11	30	38	34	36	22	87	27
PROBABLY NOT CONVERT	.	.	3	8	44	39	42	25	89	28
DEFINITELY NOT CONVERT	.	.	7	19	11	10	48	29	66	21
NOT SURE	.	.	4	11	8	7	20	12	32	10
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
GRANT 50% COST, EXPECT 35% SAVING										
NOT STATED	2	50	1	3	2	2	9	5	14	4
DEFINITELY CONVERT	1	25	21	57	42	38	22	13	86	27
PROBABLY CONVERT	1	25	11	30	55	49	56	34	123	39
PROBABLY NOT CONVERT	.	.	.	.	7	6	24	15	31	10
DEFINITELY NOT CONVERT	.	.	2	5	.	.	32	19	34	11
NOT SURE	.	.	2	5	6	5	22	13	30	9
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
STORM/DOUBLE/TRIPLE WINDOWS										
NOT STATED	2	50	1	3	1	1	1	1	5	2
NOT HERE WHEN MOVED IN	.	.	17	46	41	37	80	54	147	46
HERE WHEN I MOVED IN	2	50	19	51	70	63	75	45	166	52
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
GOOD WEATHERSTRIPPING										
NOT STATED	2	50	3	8	2	2	7	4	14	4
NOT HERE WHEN MOVED IN	2	50	28	76	84	75	124	75	238	75
HERE WHEN I MOVED IN	.	.	6	16	26	23	34	21	66	21
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

TABLE A.35

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
OVER 4 INCHES CEILING INSUL.										
NOT STATED	2	50	2	5	3	3	10	6	17	5
NOT HERE WHEN MOVED IN	2	50	31	84	87	78	129	78	249	78
HERE WHEN I MOVED IN	.	.	4	11	22	20	26	16	52	16
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
INSUL. IN OUTSIDE WALLS										
NOT STATED	3	75	5	14	17	15	10	6	35	11
NOT HERE WHEN MOVED IN	.	.	21	57	65	58	110	67	196	62
HERE WHEN I MOVED IN	1	25	11	30	30	27	45	27	87	27
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

TABLE A.35

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
STORM/DOUBLE/TRIPLE DOORS										
NOT STATED	2	50	1	3	3	3	6	4	12	4
NOT HERE WHEN MOVED IN	1	25	17	46	69	62	100	61	187	59
HERE WHEN I MOVED IN	1	25	19	51	40	36	59	36	119	37
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
SET-BACK THERMOSTAT										
NOT STATED	2	50	.	.	7	6	11	7	20	6
NOT HERE WHEN MOVED IN	2	50	34	92	98	88	141	85	275	86
HERE WHEN I MOVED IN	.	.	3	8	7	6	13	8	23	7
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

TABLE A.35

HOUSEHOLDS WHO HAVE NOT YET CONVERTED

	CONSIDERED CONVERTING TO DIFFERENT FUEL									
	NOT STATED		PLAN TO CONVERT WITHIN 2 YEARS		PROBABLY CONVERT BUT NOT NEXT 2 YEARS		NO PLANS TO CONVERT		--- TOTAL	
	N	%	N	%	N	%	N	%	N	%
INSULATED WINDOW COVERINGS										
NOT STATED	2	50	.	.	7	6	17	10	26	8
NOT HERE WHEN MOVED IN	2	50	37	100	103	92	143	87	285	90
HERE WHEN I MOVED IN	.	.	.	.	2	2	5	3	7	2
--- TOTAL ---	4	100	37	100	112	100	165	100	318	100

TABLE A.35

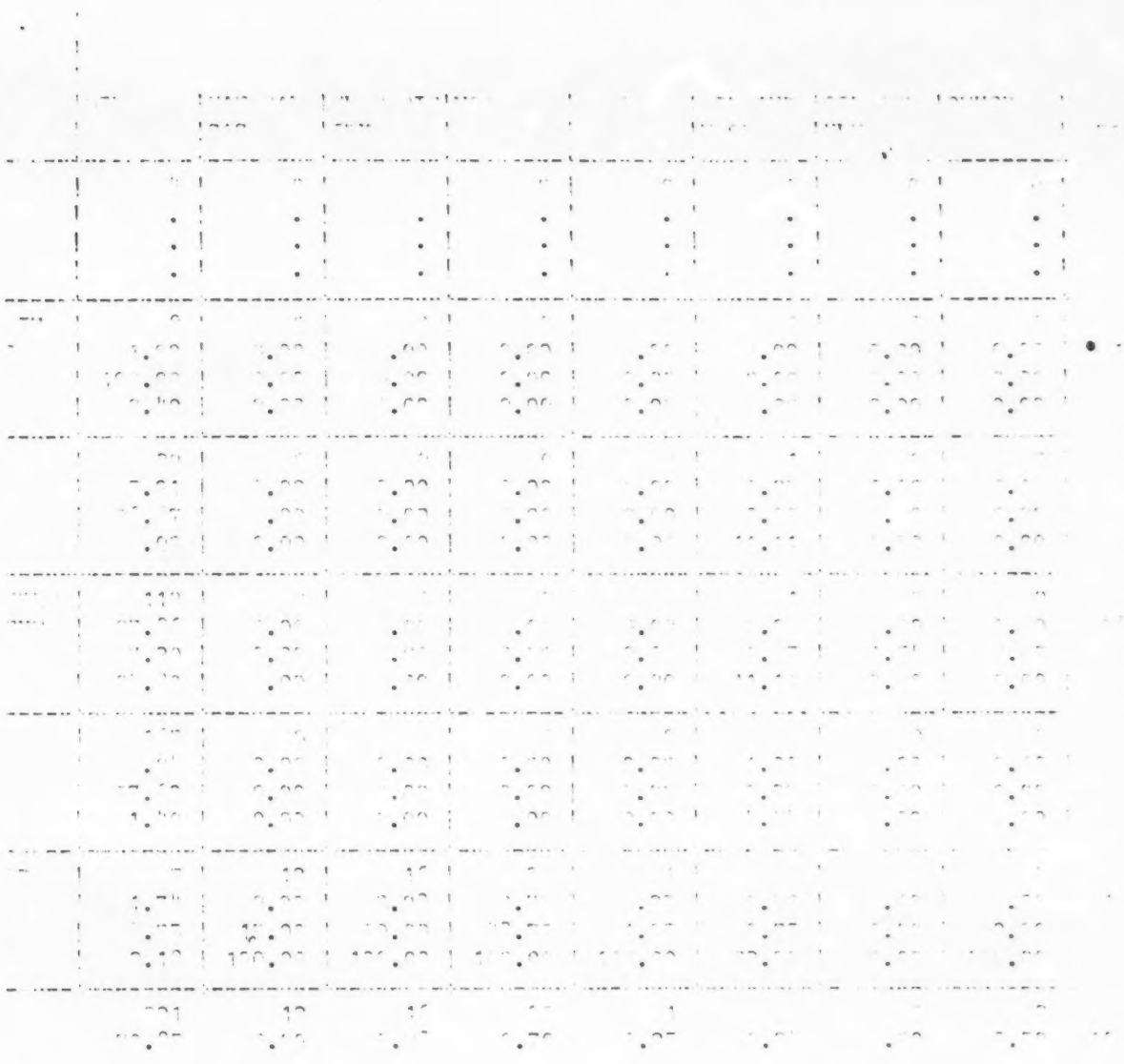

TABLE A.36

POOR

QUALITY

ORIGINAL